EXHIBIT B

Window: Memos

Creation Date	TYPE	Category	Subscriber	Created By
02/07/2020 13:16:38	CSM General	CSM	919-889-7464	200035881 - ZINETH A

System Text	UserText
	Compliance Review

Creation Date	TYPE	Category	Subscriber	Created By
01/12/2020 11:33:33	EDD_Acc_Level_Note	BAN	- -	193461021 - EDD API I

System Text	UserText
	Email payment receipt sent to: jasonwilliams@yahoo.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
01/12/2020 11:33:30	Payment Received	FINN	- -	190996023 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 01/12/2020. Amount: $83.49. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
12/12/2019 08:34:09	EDD_Acc_Level_Note	BAN	- -	193461021 - EDD API I

System Text	UserText
	Email payment receipt sent to: jasonwilliams@yahoo.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
12/12/2019 08:34:06	Payment Received	FINN	- -	190996023 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 12/12/2019. Amount: $83.49. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
11/14/2019 20:08:20	CSM General	CSM	919-889-7464	10054190 - AMANDA P

System Text	UserText
	Compliance review

Creation Date	TYPE	Category	Subscriber	Created By
11/13/2019 23:12:11	CSM General	CSM	919-889-7464	10054190 - AMANDA P

System Text	UserText
	Compliance review

Creation Date	TYPE	Category	Subscriber	Created By
11/13/2019 14:01:32	Email Verify Req	BAN	- -	193461021 - EDD API I

System Text	UserText
Billing email address verification request has been sent to the customer.	Billing email address verification request has been sent to the customer. . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
11/13/2019 07:18:43	CSM General	CSM	919-889-7464	10054190 - AMANDA P

System Text	UserText
	Compliance review

ATT-WIL-00625

Creation Date	TYPE	Category	Subscriber	Created By
11/12/2019 13:23:18	EDD_Acc_Level_Note	BAN	- -	193461021 - EDD API I

System Text	UserText
	Email payment receipt sent to: jasonwilliams@yahoo.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
11/12/2019 13:22:20	Payment Received	FINN	- -	190996023 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 11/12/2019. Amount: $83.49. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
11/12/2019 08:29:21	CSM General	CSM	919-889-7464	10054190 - AMANDA P

System Text	UserText
	Compliance review

Creation Date	TYPE	Category	Subscriber	Created By
11/08/2019 11:31:47	CM - Interaction	CRM	- -	193460984 - CLARIFYC

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Misroutes/Incorrect Account or CTN/Incorrect Account or CTN/Incorrect Account/CTN Presented Resolution: CTI transfer: Closed incorrect account Notes: Compliance review Created on: 2019-11-08 11:31:40.0 Created by: lw669q (Wright, Laurie) Caller: JASON WILLIAMS;Vendor;lw669q;919 208-3101;Not Verified; . THE WORKING USER ID IS :lw669q

Creation Date	TYPE	Category	Subscriber	Created By
11/08/2019 11:31:24	Upg Elg Check Result	SUB	919-208-3101	193460984 - CLARIFYC

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
11/08/2019 11:25:49	CM - Interaction	CRM	- -	193460984 - CLARIFYC

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Misroutes/Incorrect Account or CTN/Incorrect Account or CTN/Incorrect Account/CTN Presented Resolution: Closed incorrect account: Other Notes: Compliance review Created on: 2019-11-08 11:25:39.0 Created by: lw669q (Wright, Laurie) Caller: JASON WILLIAMS;Vendor;lw669q;919 208-3101;Not Verified; . THE WORKING USER ID IS :lw669q

Creation Date	TYPE	Category	Subscriber	Created By
11/08/2019 11:23:55	Upg Elg Check Result	SUB	919-208-3101	193460984 - CLARIFYC

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
11/08/2019 11:03:46	CSM General	CSM	919-889-7464	10054190 - AMANDA P

System Text	UserText
	Compliance review

Creation Date	TYPE	Category	Subscriber	Created By
10/25/2019 21:42:08	CSM General	CSM	919-208-3101	193460985 - CMDE API

System Text	UserText
	Add OCSTRCK Soc to migrate customer to GY_SY protocol - RequestNumber:132784 . THE WORKING USER ID IS :cmde

Creation Date	TYPE	Category	Subscriber	Created By
10/25/2019 21:42:06	Add SUB SOC	SUB	919-208-3101	193460985 - CMDE API

System Text	UserText
Subscriber level SOC created. SOC: OCSTRCK. Effective: 10/25/2019.	

Creation Date	TYPE	Category	Subscriber	Created By
10/25/2019 21:42:06	Expire SUB SOC	SUB	919-208-3101	193460985 - CMDE API

System Text	UserText
Subscriber level SOC expired. SOC: ENBUM. Expiration date: 10/25/2019.	

Creation Date	TYPE	Category	Subscriber	Created By
10/25/2019 09:09:54	CSM General	CSM	919-889-7464	10054190 - AMANDA P

System Text	UserText
	Compliance review

Creation Date	TYPE	Category	Subscriber	Created By
10/18/2019 09:47:38	CSM General	CSM	919-889-7464	10054190 - AMANDA P

System Text	UserText
	Compliance review

Creation Date	TYPE	Category	Subscriber	Created By
10/15/2019 12:13:46	CSM General	CSM	919-889-7464	70920229 - AMANDA S

System Text	UserText
	account accessed for review regarding agent feedback

Creation Date	TYPE	Category	Subscriber	Created By
10/14/2019 21:17:01	CSM General	CSM	919-889-7464	70920229 - AMANDA S

System Text	UserText
	account accessed for review regarding agent feedback

Creation Date	TYPE	Category	Subscriber	Created By
10/12/2019 13:35:15	EDD_Acc_Level_Note	BAN	- -	193461021 - EDD API I

System Text	UserText
	Email payment receipt sent to: jasonwilliams@yahoo.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
10/12/2019 13:35:12	Payment Received	FINN	- -	190996023 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 10/12/2019. Amount: $84.53. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
10/08/2019 17:35:56	CSM General	CSM	919-889-7464	200035881 - ZINETH A

System Text	UserText
	Compliance review. notes recheck

Creation Date	TYPE	Category	Subscriber	Created By
10/07/2019 17:10:17	CSM General	CSM	919-889-7464	200035881 - ZINETH A

System Text	UserText
	Compliance review

Creation Date	TYPE	Category	Subscriber	Created By
10/07/2019 16:12:25	CSM General	CSM	919-889-7464	200035881 - ZINETH A

System Text	UserText
	Compliance review

Creation Date	TYPE	Category	Subscriber	Created By
10/07/2019 13:08:23	CSM General	CSM	919-889-7464	200035881 - ZINETH A

System Text	UserText
	Compliance review

Creation Date	TYPE	Category	Subscriber	Created By
10/07/2019 12:24:05	CSM General	CSM	919-889-7464	200046569 - MAE TUP/

System Text	UserText
	Compliance Review

Creation Date	TYPE	Category	Subscriber	Created By
10/02/2019 15:07:40	CSM General	CSM	- -	1026627 - DAVID HAN$

System Text	UserText
	Conducting Compliance Review, dh2832

Creation Date	TYPE	Category	Subscriber	Created By
10/02/2019 14:56:09	CSM General	CSM	919-889-7464	207003226 - JAMES D/

System Text	UserText
	compliance review

Creation Date	TYPE	Category	Subscriber	Created By
09/26/2019 16:34:54	CSM General	CSM	- -	260001058 - CHRYSTI/

System Text	UserText
	Account accessed per AT&T Legal Request. cc415k

Creation Date	TYPE	Category	Subscriber	Created By
09/26/2019 10:13:55	CSM General	CSM	- -	10029354 - LISA LARA

System Text	UserText
	Accessed account for research regarding agent feedback

ATT-WIL-00628

Creation Date	TYPE	Category	Subscriber	Created By
09/24/2019 20:58:52	CSM General	CSM	- -	260001058 - CHRYSTI/

System Text	UserText
	Account accessed per AT&T Legal Request. cc415k

Creation Date	TYPE	Category	Subscriber	Created By
09/12/2019 07:58:11	EDD_Acc_Level_Note	BAN	- -	193461021 - EDD API I

System Text	UserText
	Email payment receipt sent to: jasonwilliams@yahoo.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
09/12/2019 07:58:08	Payment Received	FINN	- -	190996023 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 09/12/2019. Amount: $84.53. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
09/11/2019 10:31:17	Office of the Pres	COLL	919-889-7464	30012092 - DOUG MC(

System Text	UserText
OOP Escalation	OOP Review.

Creation Date	TYPE	Category	Subscriber	Created By
08/28/2019 19:41:23	Office of the Pres	COLL	- -	40005975 - TAMI SHUF

System Text	UserText
OOP Escalation	OOP** Research only, no cust contact, NC1904469

Creation Date	TYPE	Category	Subscriber	Created By
08/28/2019 13:18:45	CSM General	CSM	919-889-7464	650100 - VERONICA PI

System Text	UserText
	manual review

Creation Date	TYPE	Category	Subscriber	Created By
08/27/2019 14:25:45	CSM General	CSM	919-889-7464	650100 - VERONICA PI

System Text	UserText
	manual review vp1943 OOP

Creation Date	TYPE	Category	Subscriber	Created By
08/18/2019 18:24:38	CM - Interaction	CRM	- -	193460984 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Other Wireless Support and Information/Information Request/Store Location/Information Resolution: Call Disconnected Notes: cci to cancel tablet on this acount but could not verify the passcode or email address that we have on file for him// instructed to go to store with his id Created on: 2019-08-18 18:24:35.0 Created by: mh324j (Hicks, Micheal) Caller: JASON WILLIAMS;Owner;919 208-3101;Not Verified; . THE WORKING USER ID IS :mh324j

Creation Date	TYPE	Category	Subscriber	Created By
08/18/2019 18:24:09	Upg Elg Check Result	SUB	919-208-3101	193460984 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
08/15/2019 02:16:53	Email Verify Req	BAN	- -	193461021 - EDD API I

System Text	UserText
Billing email address verification request has been sent to the customer.	Billing email address verification request has been sent to the customer. . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
08/12/2019 12:23:45	EDD_Acc_Level_Note	BAN	- -	193461021 - EDD API I

System Text	UserText
	Email payment receipt sent to: jasonwilliams@yahoo.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
08/12/2019 11:14:44	Payment Received	FINN	- -	190996023 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 08/12/2019. Amount: $84.53. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
07/12/2019 06:55:07	EDD_Acc_Level_Note	BAN	- -	193461021 - EDD API I

System Text	UserText
	Email payment receipt sent to: jasonwilliams@yahoo.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
07/12/2019 06:55:04	Payment Received	FINN	- -	190996023 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 07/12/2019. Amount: $83.49. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
06/12/2019 07:50:15	EDD_Acc_Level_Note	BAN	- -	193461021 - EDD API I

System Text	UserText
	Email payment receipt sent to: jasonwilliams@yahoo.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
06/12/2019 07:50:12	Payment Received	FINN	- -	190996023 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 06/12/2019. Amount: $83.24. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
05/12/2019 08:04:40	EDD_Acc_Level_Note	BAN	- -	193461021 - EDD API I

System Text	UserText
	Email payment receipt sent to: jasonwilliams@yahoo.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
05/12/2019 08:04:37	Payment Received	FINN	- -	190996023 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 05/12/2019. Amount: $83.24. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
05/01/2019 13:34:25	CSM General	CSM	- -	70920229 - AMANDA S

System Text	UserText
	accessed account for compliance research

Creation Date	TYPE	Category	Subscriber	Created By
05/01/2019 12:37:40	CSM General	CSM	- -	70920229 - AMANDA S

System Text	UserText
	accessed account for compliance research

Creation Date	TYPE	Category	Subscriber	Created By
05/01/2019 12:36:30	CSM General	CSM	- -	70920229 - AMANDA S

System Text	UserText
	accessed account for compliance research

Creation Date	TYPE	Category	Subscriber	Created By
04/30/2019 15:07:25	CSM General	CSM	- -	200035881 - ZINETH A

System Text	UserText
	Compliance review

Creation Date	TYPE	Category	Subscriber	Created By
04/30/2019 13:10:40	CSM General	CSM	- -	200035881 - ZINETH A

System Text	UserText
	Compliance review

Creation Date	TYPE	Category	Subscriber	Created By
04/30/2019 10:05:22	CSM General	CSM	- -	9096675 - KIM WAGNE

System Text	UserText
	compliance review

Creation Date	TYPE	Category	Subscriber	Created By
04/29/2019 16:13:04	CSM General	CSM	- -	10054137 - LAURIE WI

System Text	UserText
	Compliance review

Creation Date	TYPE	Category	Subscriber	Created By
04/29/2019 13:49:46	CSM General	CSM	- -	200035881 - ZINETH A

System Text	UserText
	Compliance review

ATT-WIL-00631

Creation Date	TYPE	Category	Subscriber	Created By
04/29/2019 13:21:51	CSM General	CSM	- -	200035881 - ZINETH A

System Text	UserText
	compliance review for sim card update report

Creation Date	TYPE	Category	Subscriber	Created By
04/29/2019 12:15:26	CSM General	CSM	- -	9096675 - KIM WAGNE

System Text	UserText
	compliance review

Creation Date	TYPE	Category	Subscriber	Created By
04/25/2019 07:29:42	CSM General	CSM	919-889-7464	207013424 - JEROME

System Text	UserText
	Pulled up acct for review

Creation Date	TYPE	Category	Subscriber	Created By
04/17/2019 19:09:30	CSM General	CSM	- -	200035881 - ZINETH A

System Text	UserText
	Compliance review for SIM Card Replacement report

Creation Date	TYPE	Category	Subscriber	Created By
04/12/2019 08:34:27	EDD_Acc_Level_Note	BAN	- -	190995749 - EDD API I

System Text	UserText
	Email payment receipt sent to: jasonwilliams@yahoo.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
04/12/2019 08:34:25	Payment Received	FINN	- -	193461372 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 04/12/2019. Amount: $83.24. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
04/02/2019 12:35:47	Upg Elg Check Result	SUB	919-208-3101	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
04/02/2019 12:35:43	Upg Elg Check Result	SUB	919-208-3101	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
03/18/2019 07:59:13	Upg Elg Check Result	SUB	919-208-3101	190995837 - Clarify LS

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: UCM.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By

03/14/2019 12:21:22 | **CSM General** | **CSM** | **919-889-7464** | **200026105 - WENDY E**

System Text	UserText
	Qa inspection

03/12/2019 18:38:48 | **Upg Elg Check Result** | **SUB** | **919-208-3101** | **190995837 - Clarify LS**

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: UCM.	**Standard Upgrade: Result:Eligible.** **Result:Not eligible. Reason:Unknown. Future Elig Date:None.** **iPhone Standard Upgrade: Result:Eligible.** **Installment upgrade: Result:Eligible.**

03/12/2019 18:31:55 | **Upg Elg Check Result** | **SUB** | **919-208-3101** | **190995837 - Clarify LS**

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: UCM.	**Standard Upgrade: Result:Eligible.** **Result:Not eligible. Reason:Unknown. Future Elig Date:None.** **iPhone Standard Upgrade: Result:Eligible.** **Installment upgrade: Result:Eligible.**

03/12/2019 09:29:44 | **EDD_Acc_Level_Note** | **BAN** | **- -** | **190995749 - EDD API I**

System Text	UserText
	Email payment receipt sent to: jasonwilliams@yahoo.com . THE WORKING USER ID IS :EDD

03/12/2019 09:29:42 | **Payment Received** | **FINN** | **- -** | **193461372 - REALTIME**

System Text	UserText
Payment received. Payment deposit date: 03/12/2019. Amount: $83.24. Method: CC. Source: AUTPAY	**EPAY**

03/07/2019 17:35:16 | **Upg Elg Check Result** | **SUB** | **919-208-3101** | **190995837 - Clarify LS**

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: UCM.	**Standard Upgrade: Result:Eligible.** **Result:Not eligible. Reason:Unknown. Future Elig Date:None.** **iPhone Standard Upgrade: Result:Eligible.** **Installment upgrade: Result:Eligible.**

03/07/2019 16:27:24 | **Upg Elg Check Result** | **SUB** | **919-208-3101** | **190995837 - Clarify LS**

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: UCM.	**Standard Upgrade: Result:Eligible.** **Result:Not eligible. Reason:Unknown. Future Elig Date:None.** **iPhone Standard Upgrade: Result:Eligible.** **Installment upgrade: Result:Eligible.**

03/07/2019 16:01:00 | **Upg Elg Check Result** | **SUB** | **919-208-3101** | **190995837 - Clarify LS**

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: UCM.	**Standard Upgrade: Result:Eligible.** **Result:Not eligible. Reason:Unknown. Future Elig Date:None.** **iPhone Standard Upgrade: Result:Eligible.** **Installment upgrade: Result:Eligible.**

ATT-WIL-00633

Creation Date	TYPE	Category	Subscriber	Created By

02/28/2019 13:38:46	CM - Case	CRM	- -	190995809 - CLARIFY(

System Text	UserText

CM - Case

::CLARIFY:: Change to Case
Case ID: CM20190208_139467160
Type: Billing/Charges / Fees/Monthly Recurring Charges
Priority: Normal
Status: Closed
SLA: 2019-02-19 17:19:03 America/New_York
Condition/Workflow: Closed Notes: -> Incorrect process used for credit request.
Closing invalid case.
All adjustments must be submitted using the Submit Adjustment Tab in Clarify
and not via a Unable to Complete or Billing Charges case. Refer to myCSP
*663495 (Mobility)/*160889 (BCS). If an adjustment is needed, foll

02/28/2019 13:38:33	Billing Inquiry	CSM	- -	10197631 - JEBEDIAH

System Text	UserText

read only

02/28/2019 13:19:25	CM - Case	CRM	- -	190995809 - CLARIFY(

System Text	UserText

CM - Case

::CLARIFY:: Change to Case
Case ID: CM20190208_139467160
Type: Billing/Charges / Fees/Monthly Recurring Charges
Priority: Normal
Status: Solving
SLA: 2019-02-19 17:19:03 America/New_York
Condition/Workflow: Open . THE WORKING USER ID IS :lk331a

02/27/2019 10:02:07	CSM General	CSM	- -	10054190 - AMANDA P

System Text	UserText

Compliance review

02/21/2019 08:59:16	CM - Case	CRM	- -	190995809 - CLARIFY(

System Text	UserText

CM - Case

::CLARIFY:: Change to Case
Case ID: CM20190208_139467160
Type: Billing/Charges / Fees/Monthly Recurring Charges
Priority: Normal
Status: Solving
SLA: 2019-02-19 17:19:03 America/New_York
Condition/Workflow: Open-Forward . THE WORKING USER ID IS :ld7593

02/21/2019 08:56:36	CM - Case	CRM	- -	190995809 - CLARIFY(

System Text	UserText

CM - Case

::CLARIFY:: Change to Case
Case ID: CM20190208_139467160
Type: Billing/Charges / Fees/Monthly Recurring Charges
Priority: Normal
Status: Solving
SLA: 2019-02-19 17:19:03 America/New_York
Condition/Workflow: Open-Forward . THE WORKING USER ID IS :ld7593

02/18/2019 13:58:51	CM - Case	CRM	- -	190995809 - CLARIFY(

System Text	UserText

CM - Case

::CLARIFY:: Change to Case
Case ID: CM20190208_139467160
Type: Billing/Charges / Fees/Monthly Recurring Charges
Priority: Normal
Status: Solving
SLA: 2019-02-19 17:19:03 America/New_York
Condition/Workflow: Open-Forward . THE WORKING USER ID IS :ld7593

Creation Date	TYPE	Category	Subscriber	Created By
02/12/2019 10:22:19	EDD_Acc_Level_Note	BAN	- -	190995749 - EDD API I

System Text	UserText
	Email payment receipt sent to: jasonwilliams@yahoo.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
02/12/2019 10:22:16	Payment Received	FINN	- -	193461372 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 02/12/2019. Amount: $141.63. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 17:21:27	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: Case; ID: CM20190208_139467160 Need: Billing/Bill Review/Monthly Recurring Charge(s) Notes: sim swapped about 8 times has a security swap problem wants 700 back for phone bought from att Created on: 2019-02-08 17:21:17.0 Created by: lk331a (Klimpel, Lynnette) Caller: JASON WILLIAMS;Owner;919 889-7464;Verified with Passcode; Email PCN;Create/Resume PCN; Case Creation (Opening) ; JASONWILLIAMS@YAHOO.COM; . THE WORKING USER ID IS :lk331a

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 17:21:00	CM - Case	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Case	::CLARIFY:: Change to Case Case ID: CM20190208_139467160 Type: Billing/Charges / Fees/Monthly Recurring Charges Priority: Normal Status: Solving SLA: 2019-02-19 17:19:03 America/New_York Condition/Workflow: Open-Dispatch . THE WORKING USER ID IS :lk331a

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 17:20:08	CM - Case	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Case	::CLARIFY:: Change to Case Case ID: CM20190208_139467160 Type: Billing/Charges / Fees/Monthly Recurring Charges Priority: Normal Status: Solving SLA: 2019-02-19 17:19:03 America/New_York Condition/Workflow: Open . THE WORKING USER ID IS :lk331a

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 17:19:05	CM - Case	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Case	::CLARIFY:: Case Case ID: CM20190208_139467160 Created on: 2019-02-08 17:19:04.0 Created by: lk331a (Klimpel, Lynnette) Caller: JASON WILLIAMS Type: Billing/Charges / Fees/Monthly Recurring Charges Priority: Normal Status: Solving SLA: 2019-02-19 17:19:03 America/New_York . THE WORKING USER ID IS :lk331a

Confidential

ATT-WIL-00635

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 17:02:20	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	**::CLARIFY:: Interaction** **Action: One And Done** **Need: CPNI/CPNI Preference Change/Duration of Call/Visit** **Resolution: No, consent denied for this interaction only** **Notes: BAN 534115196684, Market GAC, DOC, Old CPNI Preference:Denied** **Permanent Consent, New CPNI Preference:No, consent denied for this** **interaction only,Fri Feb 08 16:54:38 EST 2019,rj436n** **Action: One And Done** **Need: NBA/NBA Offer/BOGO w/new Wireless & TVorBB OR BOGO 50% off** **w/new Wireless w/o TVorBB** **Resolution: Offer Not**

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 17:02:18	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	**::CLARIFY:: CPNIPreference** **ConsentType :: DOC consent** **PreviousCpni :: Denied Permanent Consent** **NewCpni :: No, consent denied for this interaction only** **UpdateStamp :: Fri Feb 08 16:54:38 EST 2019** **RepCuid :: rj436n** **. THE WORKING USER ID IS :Clarify**

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 17:02:13	DOC/DOV Decline	BAN	000-000-0000	190995809 - CLARIFY(

System Text	UserText
Consent denied for this interaction only.	

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 16:55:58	Change Personal Data	BAN	- -	202023188 - REVADIL(

System Text	UserText
Ban SMS ind data was changed from N to Y	

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 16:01:09	CPNI Notification	BAN	- -	190995749 - EDD API I

System Text	UserText
CPNI Notification	**CPNI Notification: CTN:9198897464 Account Number:534115196684 Notification** **Methods:MAIL Originating System:ATLAS Event** **Type:AccountPasscodeModified** **Old Value: Name:JASON WILLIAMS Language:E Insert Datetime:2019-02-08** **09:15:45.0** **New Value: Name:JASON WILLIAMS RALEIGH** **Email:JASONWILLIAMS@YAHOO.COM Language:E Insert Datetime:2019-02-08** **09:15:45.0 . THE WORKING USER ID IS :EDD**

ATT-WIL-00636

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 15:35:34	CPNI Notification	BAN	- -	190995749 - EDD API I

System Text	UserText
CPNI Notification	CPNI Notification: CTN:9198897464 Account Number:534115196684 Notification Methods:MAIL Originating System:ATLAS Event Type:AccountPasscodeModified Old Value: Name:JASON WILLIAMS Language:E Insert Datetime:2019-02-08 00:20:15.0 New Value: Name:JASON WILLIAMS RALEIGH Email:JASONWILLIAMS@YAHOO.COM Language:E Insert Datetime:2019-02-08 00:20:15.0 . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 11:16:26	CSM General	CSM	919-208-3101	193460751 - BOBPMR

System Text	UserText
	SOC DSABR2 added. Feature turned on by default due to new line activation or rate plan change or turned on by customer in myATT. See the Stream Saver MyCSP article for more details. . THE WORKING USER ID IS :bobpmr

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 11:16:22	Add SUB SOC	SUB	919-208-3101	193460751 - BOBPMR

System Text	UserText
Subscriber level SOC created. SOC: DSABR2. Effective: 02/08/2019.	

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 11:16:18	Receive Note Message	BAN	- -	SYSTEM

System Text	UserText
Receive Notification Message: Version status change to ACTIVEe to ACTIVE	

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 11:16:13	Cancel SUB	CTN	919-889-7464	SYSTEM

System Text	UserText
Sub Cxld eff 02/08/2019. Rsn: WNP Port Out. $0.00 dpst rel under review. Rate: $0.00. Waived: N. Method: . Type: .	

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 11:10:33	Receive Note Message	BAN	- -	SYSTEM

System Text	UserText
Receive Notification Message: Due Date Change by NSP 6006 - new date 2SP 6006 - new date 201902081115A, OSP 6201902081115A, OSP 6214 - due date 20190214 - due date 201902080507P,08	

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 11:07:23	Receive Note Message	BAN	- -	SYSTEM

System Text	UserText
Receive Notification Message: OC request successfully processedlly processed	

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 11:07:13	Receive Note Message	BAN	- -	SYSTEM

System Text	UserText
Receive Notification Message: Other SP 6006 SV created, Port Out, Dueated, Port Out, Due Date 201902080507P,Date 201902080507P, Version ID 465702191Version ID 465702191, Timer-Sho	

ATT-WIL-00637

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 11:07:06	Acknow Received OSP	BAN	- -	SYSTEM

System Text	UserText
Acknowledgment received from OSP.	

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 11:07:06	Port-Out Req Resp	BAN	919-889-7464	SYSTEM

System Text	UserText
Port-Out Port Request response sent to new Service Provider.	

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 11:07:06	PortOut Reqst Receiv	BAN	000-000-0000	SYSTEM

System Text	UserText
Port-Out Port Request received from Operations Support System.	

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 10:30:07	CSM General	CSM	- -	193460762 - OPUS - AF

System Text	UserText
	Rep ds9900 RSC entered Customer Verification Screen . THE WORKING USER ID IS :ds9900

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 10:30:05	Upg Elg Check Result	SUB	919-208-3101	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 10:30:05	Upg Elg Check Result	SUB	919-889-7464	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 10:23:33	CSM General	CSM	- -	193460762 - OPUS - AF

System Text	UserText
	9198897464,-100.0%,SIM,Hit with fraud . THE WORKING USER ID IS :ds9900

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 10:21:49	CSM General	CSM	- -	193460762 - OPUS - AF

System Text	UserText
	Econsent accepted for CSS. . THE WORKING USER ID IS :ds9900

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 10:21:39	Upg Elg Check Result	SUB	919-208-3101	193460762 - OPUS - AF

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: COR.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 10:21:35	Replace SIM	SUB	919-889-7464	193460762 - OPUS - AF

System Text	UserText
SIM 89014103271626472623 was changed to 89014104271817400804, Date: 02/08/2019, Amount: $0.00, Reason: PER CUSTOMER REQUEST.	

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 10:17:12	Restore SUB	CTN	919-889-7464	193460762 - OPUS - AF

System Text	UserText
Subscriber Restored effective 02/08/2019. Reason: CUSTOMER REQUEST.	

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 10:15:30	Change BAN Passcode	BAN	- -	193460762 - OPUS - AF

System Text	UserText
Passcode changed.	

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 10:15:11	CSM General	CSM	- -	193460762 - OPUS - AF

System Text	UserText
	Bypass use of 1-time PIN for ChangePasscode because Initial PIN not received. Last 4 SSN was validated. . THE WORKING USER ID IS :ds9900

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 10:14:16	CSM General	CSM	- -	193460762 - OPUS - AF

System Text	UserText
	Manual Driver's License bypass selected because Customer Declined Scan. Rep validated AH JASON A WILLIAMS name on ID as Jason Willian by ds9900 RSC and last 4 of SSN validation is successful. . THE WORKING USER ID IS :ds9900

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 10:14:16	CSM General	CSM	- -	193460762 - OPUS - AF

System Text	UserText
	Customer accepted duration of visit/call . THE WORKING USER ID IS :ds9900

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 10:14:10	Upg Elg Check Result	SUB	919-889-7464	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. Installment upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None.

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 10:14:10	Upg Elg Check Result	SUB	919-208-3101	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 10:14:04	CSM General	CSM	- -	193460762 - OPUS - AF

System Text	UserText
	Image Capture of ID was attention. . THE WORKING USER ID IS :ds9900

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 10:14:04	CSM General	CSM	- -	193460762 - OPUS - AF

System Text	UserText
	Customer declined consent for Image Capture of ID. . THE WORKING USER ID IS :ds9900

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 10:12:09	CSM General	CSM	- -	193460762 - OPUS - AF

System Text	UserText
	Rep ds9900 RSC entered Customer Verification Screen . THE WORKING USER ID IS :ds9900

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 08:15:56	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Caller Not Present/Caller Not Present/Caller Not Present Resolution: Completed Interaction and Call Ended Notes: Created on: 2019-02-08 08:15:53.0 Created by: aa3097 (Anderson, Ashia) Caller: JASON WILLIAMS;Owner;919 889-7464;Not Verified; . THE WORKING USER ID IS :aa3097

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 08:11:24	Suspend SUB	CTN	919-889-7464	209035642 - ASHIA AN

System Text	UserText
Subscriber Suspended. effective 02/08/2019. Reason: Customer Request.	cx wants to suspend it because it was sim swapped. cx will go into the store for futher assistance

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 02:15:18	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Account/Account and Profile Management/Update Passcode Resolution: Successful Notes: Passcode was updated successfully Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Resolution: Call Disconnected Notes: replacement/ sim card to be activated on the 7464 line>call got disc Created on: 2019-02-08 02:15:09.0 Created by: cr055j (Ruado, Cristy) Caller: JASON

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 01:29:57	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Card Issue Resolution: Replace SIM: Technical/Troubleshooting Notes: cx wants to activate new sim updated sim restart phone sim already working Created on: 2019-02-08 01:29:52.0 Created by: vl828b (Libanan, Vanessa) Caller: JASON WILLIAMS;Owner;919 889-7464;Verified with Passcode; SMS PCN;Create/Resume PCN-SMS; SIM Profile; 919 889-7464; . THE WORKING USER ID

ATT-WIL-00640

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 01:26:38	Expire SUB SOC	SUB	919-889-7464	205053955 - VANESSA

System Text	UserText
Subscriber level SOC expired. SOC: IPVVMNAT. Expiration date: 02/08/2019.	

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 01:26:38	Add SUB SOC	SUB	919-889-7464	205053955 - VANESSA

System Text	UserText
Subscriber level SOC created. SOC: IPVVMNAT. Effective: 02/08/2019.	

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 01:26:38	Replace SIM	SUB	919-889-7464	205053955 - VANESSA

System Text	UserText
SIM 89014103271522337516 was changed to 89014103271626472623, Date: 2/8/2019, Amount: 0, Reason: Replace w/COAM Device.	cx got a replacement sim card

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 01:24:30	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 01:20:43	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 01:20:12	Change BAN Passcode	BAN	- -	190995809 - CLARIFY(

System Text	UserText
Passcode changed.	

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 01:19:42	Verify PIN	CSM	- -	190995809 - CLARIFY(

System Text	UserText
Request to Verify Temporary PIN on 02-07-2019:22:19:42 by cr055j. Verification was successful.	Request to Verify Temporary PIN on 2019-02-07T22:19:42Z by true cr055j . THE WORKING USER ID IS :ClarifyCM

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 01:17:59	Generate PIN	CSM	- -	190995809 - CLARIFY(

System Text	UserText
PIN Generation has been requested on 02-08-2019:00:17:58 by cr055j. Delivery method: Email. Delivery Destination: jasonwilliamseow@gmail.com.	PIN Generation has been requested on 2019-02-08T00:17:58Z by true cr055j. Delivery method: Email. Delivery Destination: jasonwilliamseow@gmail.com . THE WORKING USER ID IS :ClarifyCM

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 21:10:06	Upgrade Elig Check	SUB	919-889-7464	699134 - OPUS TWC -

System Text	UserText
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: 03/13/2015. Future eligibility date: None. Notify by: None. USC: .	Reason: Eligible

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 21:10:03	Upgrade Elig Check	SUB	919-208-3101	699134 - OPUS TWC -

System Text	UserText
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: None. Future eligibility date: None. Notify by: None. USC: .	Reason: Eligible

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 21:06:45	Restore SUB	CTN	919-208-3101	193460801 - MyATT-B

System Text	UserText
Subscriber Restored effective 02/06/2019. Reason: CUSTOMER REQUEST.	

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 20:59:47	Upg Elg Check Result	SUB	919-889-7464	699134 - OPUS TWC -

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: COR.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 20:59:46	CSM General	CSM	- -	699134 - OPUS TWC -

System Text	UserText
	Account Accessed via Unverified Flow by jv2643 Call Center Unified Rep. . THE WORKING USER ID IS :jv2643

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 20:54:14	Suspend SUB	CTN	919-208-3101	193460801 - MyATT-B

System Text	UserText
Subscriber Suspended. effective 02/06/2019. Reason: CUSTOMER REQUEST.	

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 20:37:10	Upg Elg Check Result	SUB	919-889-7464	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 20:37:10	Upg Elg Check Result	SUB	919-208-3101	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 20:36:35	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

ATT-WIL-00642

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 20:21:07	CPNI Notification	BAN	- -	190995749 - EDD API I

System Text	UserText
CPNI Notification	CPNI Notification: CTN:9198897464 Account Number:534115196684 Notification Methods:MAIL Originating System:ATLAS Event Type:AccountEmailAddressModified Old Value: Name:JASON WILLIAMS Email:jasonwilliamseow@gmail.com Language:E Insert Datetime:2019-02-06 18:28:06.0 New Value: Name:JASON WILLIAMS RALEIGH Email:JASONWILLIAMS@YAHOO.COM Language:E Insert Datetime:2019-02-06 18:28:06.0 . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 19:33:35	FRAUD RESEARCH	DIAL	919-208-3101	1905878 - RICHARD L(

System Text	UserText
	Fraud Department DO NOT REVIEW NOTES WITH CALLER Source: inbound PFG/DESC: Case #: CTN: 919-208-3101 BAN: 534115196684 Order#: Call Received From: JASON A. WILLIAMS Reasons: want get account restore JASONWILLIAMSEOW@GMAIL.COM compromise email Customer do not have access to email Action Taken: Restore account Lock OLAM Richard Lopez /GFMO

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 19:33:20	CSM General	CSM	- -	193460762 - OPUS - AF

System Text	UserText
	9198897464,-100.0%,SIM,Fraud . THE WORKING USER ID IS :jd428v

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 19:32:49	CSM General	CSM	- -	193460762 - OPUS - AF

System Text	UserText
	Econsent accepted for CSS. . THE WORKING USER ID IS :jd428v

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 19:31:56	Upg Elg Check Result	SUB	919-208-3101	193460762 - OPUS - AF

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: COR.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 19:31:52	Replace SIM	SUB	919-889-7464	193460762 - OPUS - AF

System Text	UserText
SIM 89014103271626472631 was changed to 89014103271522337516, Date: 02/06/2019, Amount: $0.00, Reason: PER CUSTOMER REQUEST.	

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 19:30:47	Restore SUB	CTN	919-208-3101	1905878 - RICHARD L(

System Text	UserText
Subscriber Restored effective 02/06/2019. Reason: Fraud.	

ATT-WIL-00643

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 19:30:09	Restore SUB	CTN	919-889-7464	1905878 - RICHARD L(

System Text	UserText
Subscriber Restored effective 02/06/2019. Reason: Fraud.	

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 19:28:07	Email Verify Req	BAN	- -	190995749 - EDD API I

System Text	UserText
Billing email address verification request has been sent to the customer.	Billing email address verification request has been sent to the customer. . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 19:28:03	Change Personal Data	BAN	- -	193460762 - OPUS - AF

System Text	UserText
Ban WORK PHONE data was changed from 9198897464 to 1111110002	

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 19:28:03	Change Billing email	BAN	- -	193460762 - OPUS - AF

System Text	UserText
Ban email address changed.	OLD EMAIL ADDRESS: JASONWILLIAMSEOW@GMAIL.COM

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 19:28:03	Email Verify Req	BAN	- -	193460762 - OPUS - AF

System Text	UserText
Billing email address verification request has been sent to the customer.	

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 19:22:03	CPNI Notification	BAN	- -	190995749 - EDD API I

System Text	UserText
CPNI Notification	CPNI Notification: CTN:9198897464 Account Number:534115196684 Notification Methods:MAIL Originating System:ATLAS Event Type:AccountPasscodeModified Old Value: Name:JASON WILLIAMS Language:E Insert Datetime:2019-02-06 17:59:18.0 New Value: Name:JASON WILLIAMS RALEIGH Email:jasonwilliamseow@gmail.com Language:E Insert Datetime:2019-02-06 17:59:18.0 . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 19:12:12	Special Instructions	GEN	- -	193461425 - RAF CSI S

System Text	UserText
	Created by tm891a; ACCTN#: WRLS:534115196684;; ;INC:15368759 ; Issues:rep...JD428V. called in said that the customers line is suspended due to fraud and she wants it restored Resolution: advised to fraud to have line restored . THE WORKING USER ID IS :raf

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 18:59:12	Change BAN Passcode	BAN	- -	193460762 - OPUS - AF

System Text	UserText
Passcode changed.	

ATT-WIL-00644

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 18:59:04	CSM General	CSM	- -	193460762 - OPUS - AI

System Text	UserText
	Bypass use of 1-time PIN for ChangePasscode because Initial PIN not received. Last 4 SSN was validated. . THE WORKING USER ID IS :jd428v

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 18:58:30	CSM General	CSM	- -	193460762 - OPUS - AI

System Text	UserText
	Customer accepted duration of visit/call . THE WORKING USER ID IS :jd428v

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 18:58:30	CSM General	CSM	- -	193460762 - OPUS - AI

System Text	UserText
	Rep validated AH JASON A WILLIAMS with name on DL swiped/scanned is Jason Williams by jd428v RSC and last 4 of SSN validation is successful. . THE WORKING USER ID IS :jd428v

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 18:58:30	CSM General	CSM	- -	193460762 - OPUS - AI

System Text	UserText
	Image Capture of ID was attention. . THE WORKING USER ID IS :jd428v

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 18:58:30	CSM General	CSM	- -	193460762 - OPUS - AI

System Text	UserText
	Customer declined consent for Image Capture of ID. . THE WORKING USER ID IS :jd428v

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 18:57:22	CSM General	CSM	- -	193460762 - OPUS - AI

System Text	UserText
	Rep jd428v RSC entered Customer Verification Screen . THE WORKING USER ID IS :jd428v

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 18:57:19	Upg Elg Check Result	SUB	919-208-3101	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None.

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 18:57:18	Upg Elg Check Result	SUB	919-889-7464	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. Installment upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None.

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 08:37:34	FRAUD RESEARCH	DIAL	919-208-3101	834905 - ANTHONY ST

System Text	UserText
	Fraud Department **General** DO NOT REVIEW NOTES WITH CALLER Source: Inbound Call CTN: 919-208-3101 BAN: 534115196684 Call Received From: JASON A. WILLIAMS Reasons: AH called to suspend the account due to someone changed his sim. He was phishing to information pertaining the account and processes. Action Taken: Suspended the account per his advise Anthony Story /GFMO

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 08:29:37	CPNI Notification	BAN	- -	190995749 - EDD API I

System Text	UserText
CPNI Notification	CPNI Notification: CTN:9198897464 Account Number:534115196684 Notification Methods:SMS Originating System:ATLAS Event Type:AccountPasscodeModified Old Value: Name:JASON WILLIAMS Language:E Insert Datetime:2019-02-06 00:28:19.0 New Value: Name:JASON WILLIAMS RALEIGH Email:jasonwilliamseow@gmail.com Language:E Insert Datetime:2019-02-06 00:28:19.0 . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 08:22:08	Suspend SUB	CTN	919-208-3101	834905 - ANTHONY ST

System Text	UserText
Subscriber Suspended. effective 02/06/2019. Reason: Fraud Investigation.	

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 08:19:30	Suspend SUB	CTN	919-889-7464	834905 - ANTHONY ST

System Text	UserText
Subscriber Suspended. effective 02/06/2019. Reason: Fraud Investigation.	

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 08:12:06	CM - Interaction	CRM	- -	190995809 - CLARIFYC

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Other Wireless Support and Information/Other Wireless Support/Disabilities Support Services Resolution: Assisted with Mobile Speak Notes: cci all keep asking for was the fraud department Created on: 2019-02-06 08:11:59.0 Created by: lr285a (Rotenberry, Laura) Caller: JASON WILLIAMS;Owner;919 889-7464;Not Verified; . THE WORKING USER ID IS :lr285a

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 08:09:44	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFYC

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 00:43:06	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Account/Account and Profile Management/Update Passcode Resolution: Successful Notes: Passcode was updated successfully Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Resolution: Replace SIM: Cross Upgrade Notes: Cx calling to replace a sim card// Updated new sim card number/ Pin Validated. Created on: 2019-02-06 00:42:59.0 Created by: rx8926 (Mostol

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 00:38:44	Expire SUB SOC	SUB	919-889-7464	208030022 - REX MOS

System Text	UserText
Subscriber level SOC expired. SOC: IPVVMNAT. Expiration date: 02/06/2019.	

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 00:38:44	Add SUB SOC	SUB	919-889-7464	208030022 - REX MOS

System Text	UserText
Subscriber level SOC created. SOC: IPVVMNAT. Effective: 02/06/2019.	

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 00:38:43	Replace SIM	SUB	919-889-7464	208030022 - REX MOS

System Text	UserText
SIM 89014104271817400333 was changed to 89014103271626472631, Date: 2/6/2019, Amount: 0, Reason: Technical/Troubleshooting.	

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 00:36:56	Verify PIN	CSM	000-000-0000	208030022 - REX MOS

System Text	UserText
Request to Verify Temporary PIN on 02/06/2019:003656 by rx8926. Verfication was successful.	

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 00:36:22	Generate PIN	CSM	000-000-0000	208030022 - REX MOS

System Text	UserText
PIN Generation has been requested on 02/06/2019003622:003622 by rx8926. Delivery method: Email. Delivery Destination: jasonwilliamseow@gmail.com	

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 00:35:52	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

ATT-WIL-00647

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 00:35:43	Change BAN Passcode	BAN	- -	190995809 - CLARIFYC

System Text	UserText
Passcode changed.	

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 00:35:25	Verify PIN	CSM	- -	190995809 - CLARIFYC

System Text	UserText
Request to Verify Temporary PIN on 02-06-2019:00:35:25 by rx8926. Verification was successful.	Request to Verify Temporary PIN on 2019-02-06T00:35:25Z by true rx8926 . THE WORKING USER ID IS :ClarifyCM

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 00:34:30	Generate PIN	CSM	- -	190995809 - CLARIFYC

System Text	UserText
PIN Generation has been requested on 02-05-2019:23:34:30 by rx8926. Delivery method: Email. Delivery Destination: jasonwilliamseow@gmail.com.	PIN Generation has been requested on 2019-02-05T23:34:30Z by true rx8926. Delivery method: Email. Delivery Destination: jasonwilliamseow@gmail.com . THE WORKING USER ID IS :ClarifyCM

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 20:47:12	CPNI Notification	BAN	- -	190995749 - EDD API I

System Text	UserText
CPNI Notification	CPNI Notification: CTN:9198897464 Account Number:534115196684 Notification Methods:MAIL Originating System:ATLAS Event Type:AccountPasscodeModified Old Value: Name:JASON WILLIAMS Language:E Insert Datetime:2019-02-04 18:20:36.0 New Value: Name:JASON WILLIAMS RALEIGH Email:jasonwilliamseow@gmail.com Language:E Insert Datetime:2019-02-04 18:20:36.0 . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:36:54	Add SUB SOC	SUB	919-889-7464	193460757 - BOB PMI

System Text	UserText
Subscriber level SOC created. SOC: IPVVMNAT. Effective: 02/04/2019.	

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:36:54	Expire SUB SOC	SUB	919-889-7464	193460757 - BOB PMI

System Text	UserText
Subscriber level SOC expired. SOC: IPVVMNAT. Expiration date: 02/04/2019.	

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:36:54	Add IMEI	SUB	919-889-7464	193460757 - BOB PMI

System Text	UserText
IMEI Added. IMEI: 356080097664348. Effective date: 12/02/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:32:29	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	9198897464,-100.0%,SIM,New sim . THE WORKING USER ID IS :hr504c

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:31:45	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Econsent accepted for CSS. . THE WORKING USER ID IS :hr504c

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:31:31	Upg Elg Check Result	SUB	919-208-3101	193461371 - OPUS - AF

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: COR.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:31:28	Replace SIM	SUB	919-889-7464	193461371 - OPUS - AF

System Text	UserText
SIM 89014103279445432355 was changed to 89014104271817400333, Date: 02/04/2019, Amount: $0.00, Reason: PER CUSTOMER REQUEST.	

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:29:27	Restore SUB	CTN	919-889-7464	193461371 - OPUS - AF

System Text	UserText
Subscriber Restored effective 02/04/2019. Reason: CUSTOMER REQUEST.	

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:23:47	Special Instructions	GEN	- -	193461371 - OPUS - AF

System Text	UserText
	TO ACCESS THE ACCOUNT MUST IDENTIFY ACCOUNT HOLDER VIA 2 PASSPORTS AND I.D. Do not make any changes over the phone at the request Jason Williams verified in store with 2 passports and 1 drivers license. . THE WORKING USER ID IS :Hassan Rmeiti

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:20:30	Change BAN Passcode	BAN	- -	193461371 - OPUS - AF

System Text	UserText
Passcode changed.	

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:19:42	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Bypass use of 1-time PIN for ChangePasscode because Phone lost/stolen. Last 4 SSN was validated. . THE WORKING USER ID IS :hr504c

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:17:25	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Rep validated AH JASON A WILLIAMS with name on DL swiped/scanned is Jason Williams by hr504c RSC and last 4 of SSN validation is successful. . THE WORKING USER ID IS :hr504c

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:17:25	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Customer accepted duration of visit/call . THE WORKING USER ID IS :hr504c

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:17:17	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Image Capture of ID was attention. . THE WORKING USER ID IS :hr504c

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:17:16	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Customer declined consent for Image Capture of ID. . THE WORKING USER ID IS :hr504c

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:16:26	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Rep hr504c RSC entered Customer Verification Screen . THE WORKING USER ID IS :hr504c

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:16:23	Upg Elg Check Result	SUB	919-208-3101	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:16:23	Upg Elg Check Result	SUB	919-889-7464	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. Installment upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None.

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 07:58:56	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Account and Profile Management/Service Suspension and Restorals/Voluntary Suspend or Restore Resolution: Unable to complete per VID or Policy Notes: cx wanting to confirm line suspension. cx unable to vid. referred cx to retail location for photo vid. Created on: 2019-02-04 07:58:51.0 Created by: sr011f (Rogers, Scott) Caller: JASON WILLIAMS;Owner;919 889-7464;Not Verified; . THE WORKING USER ID IS :sr011f

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 07:51:24	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. Installment upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None.

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 23:24:47	CM - Interaction	CRM	- -	190995809 - CLARIFYC

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Other Wireless Support and Information/Privacy and Fraud/Privacy and Fraud Resolution: Completed Fraud After Hours referral form Notes: escalated call: someone purchase and activate on cx account / we cant change anything since passcode is change and also email has been remove | fraud department is alreday clossed currently \ adv cx to override the suspension| Created on: 2019-02-03 23:24:43.0 Created by: ao332p (Ofrecio, Alexander) Caller:

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 23:24:31	Suspend SUB	CTN	919-889-7464	204039403 - ALEXAND

System Text	UserText
Subscriber Suspended. effective 02/03/2019. Reason: Customer Request.	

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 23:18:45	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFYC

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 22:50:44	CM - Interaction	CRM	- -	190995809 - CLARIFYC

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Other Wireless Support and Information/Privacy and Fraud/Privacy and Fraud Resolution: Shared Privacy Change information Notes: cci wanted to suspend service the service,but cx cannot provide the pin code adv we cannot make any changes on the account unless we have the passcode.cx said that someone made a sim swap on the account and their using his service and we don't have no way to send the temporary pin,adv,sup said she willl suspend the

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 22:50:04	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFYC

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 22:34:09	CM - Interaction	CRM	- -	190995809 - CLARIFYC

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: Transferred Call Need: Other Wireless Support and Information/Privacy and Fraud/Privacy and Fraud Notes: cx wants to cancel his line ending in "7464", cx provided the passcode for his account but its not working, cx said that they have changed it as well, tried to update passcode, doesn't have the option to send it to the number on file and e mail address on file was hacked as well, referred cx to Fraud dept. Created on: 2019-02-03 22:34:07.0 Created by: gr9204 (Reyla, Gera

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 22:32:24	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 21:20:47	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: CPNI/CPNI Preference Change/Duration of Call/Visit Resolution: No, consent denied for this interaction only Notes: BAN 534115196684, Market GAC, DOC, Old CPNI Preference:Denied Permanent Consent, New CPNI Preference:No, consent denied for this interaction only,Sun Feb 03 20:18:02 CST 2019,gj639s Action: One And Done Need: NBA/NBA Offer/$200 Reward Card for new high speed BB-stacked with $100 video reward card Resolution: Offer

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 21:20:44	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: CPNIPreference ConsentType :: DOC consent PreviousCpni :: Denied Permanent Consent NewCpni :: No, consent denied for this interaction only UpdateStamp :: Sun Feb 03 20:18:02 CST 2019 RepCuid :: gj639s . THE WORKING USER ID IS :Clarify

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 21:20:43	DOC/DOV Decline	BAN	000-000-0000	190995809 - CLARIFY(

System Text	UserText
Consent denied for this interaction only.	

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 21:12:14	Expire SUB SOC	SUB	919-889-7464	208036888 - GABRIEL

System Text	UserText
Subscriber level SOC expired. SOC: IPVVMNAT. Expiration date: 02/03/2019.	

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 21:12:14	Add SUB SOC	SUB	919-889-7464	208036888 - GABRIEL

System Text	UserText
Subscriber level SOC created. SOC: IPVVMNAT. Effective: 02/03/2019.	

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 21:12:14	Replace SIM	SUB	919-889-7464	208036888 - GABRIEL

System Text	UserText
SIM 89014103271566984033 was changed to 89014103279445432355, Date: 2/3/2019, Amount: 0, Reason: Technical/Troubleshooting.	

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 21:02:48	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 21:01:30	Feature Inquiry	IND	919-889-7464	201037361 - DANACIA

System Text	UserText
	accessed acct to verify dv4218

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 20:45:37	Feature Inquiry	IND	919-889-7464	203029661 - PHILLIP B

System Text	UserText
	cci bc they states they lost their device and they wanted to activate a new phone - cx verified acct with pin but the imei (990002778324465) was locked by another carrier - advised cx to find a ATT device to activate - pb233n

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 20:45:30	Feature Inquiry	IND	919-889-7464	203029661 - PHILLIP B

System Text	UserText
	accessed to verify soc pb233n

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 20:39:25	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 15:48:19	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 90% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
02/01/2019 16:49:48	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 75% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
01/22/2019 00:48:45	CM - Commitment	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Commitment	::CLARIFY:: Commitment ID: 1247303961 Priority: Normal Status: Completed Due Date: 12/5/2018 8:00:00 PM Notes: got a new sim / cx wants to update the iccid / cx refused to do the pin validation// dept closed, out of operation hour//cx intentional disconnect. Completion Reason: RC NOTES: Issue was resolved, agent was already coached for creating an commitment.closing invalid commitment,no further action needed..no changes made.; Resolution: Unable to complete per VID or Policy Date Complete: 1/22/2019 1:48:

Creation Date	TYPE	Category	Subscriber	Created By
01/12/2019 08:09:16	EDD_Acc_Level_Note	BAN	- -	190995749 - EDD API I

System Text	UserText
	Email payment receipt sent to: jasonwilliamseow@gmail.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
01/12/2019 08:09:13	Payment Received	FINN	- -	193461372 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 01/12/2019. Amount: $130.78. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
01/07/2019 16:12:18	Upgrade Elig Check	SUB	919-889-7464	193461238 - OPUS TW

System Text	UserText
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: 03/13/2015. Future eligibility date: None. Notify by: None. USC: .	Reason: Eligible

Creation Date	TYPE	Category	Subscriber	Created By
01/07/2019 16:12:15	Upgrade Elig Check	SUB	919-208-3101	193461238 - OPUS TW

System Text	UserText
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: None. Future eligibility date: None. Notify by: None. USC: .	Reason: Eligible

Creation Date	TYPE	Category	Subscriber	Created By
01/07/2019 16:09:19	Upg Elg Check Result	SUB	919-889-7464	193461238 - OPUS TW

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: COR.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
01/07/2019 16:09:19	CSM General	CSM	- -	193461238 - OPUS TW

System Text	UserText
	Account Accessed via Unverified Flow by aa644k Call Center Unified Rep. . THE WORKING USER ID IS :aa644k

Creation Date	TYPE	Category	Subscriber	Created By
01/07/2019 16:06:45	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Caller Not Present/Caller Not Present/Caller Not Present Resolution: Completed Interaction and Call Ended Notes: Created on: 2019-01-07 16:06:40.0 Created by: aa644k (Alexander, Adriane) Caller: JASON WILLIAMS;Owner;919 889-7464;Not Verified; . THE WORKING USER ID IS :aa644k

Creation Date	TYPE	Category	Subscriber	Created By
01/07/2019 16:05:25	Upg Elg Check Result	SUB	919-208-3101	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
01/07/2019 16:05:25	Upg Elg Check Result	SUB	919-889-7464	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
01/07/2019 16:05:19	Upg Elg Check Result	SUB	919-208-3101	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
01/07/2019 16:05:19	Upg Elg Check Result	SUB	919-889-7464	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
12/12/2018 13:40:01	EDD_Acc_Level_Note	BAN	- -	190995749 - EDD API I

System Text	UserText
	Email payment receipt sent to: jasonwilliamseow@gmail.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
12/12/2018 13:39:59	Payment Received	FINN	- -	193461372 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 12/12/2018. Amount: $291.76. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
12/05/2018 12:50:12	EDD_Acc_Level_Note	BAN	- -	190995749 - EDD API I

System Text	UserText
	Customer Service Summary SMS sent for 534115196684 on 12/05/2018 for successful CTNs: 9192083101,9198897464 . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
12/05/2018 09:33:41	Fraud General	GEN	919-889-7464	10033785 - HAO HUAN

System Text	UserText
	Fraud Department **Definite Consumer Fraud** DO NOT REVIEW NOTES WITH CALLER Source: Inbound call PFG/DESC: Case #: CTN: BAN: 534115196684 Order#: Call Received From: JASON A. WILLIAMS Reasons: -AH is reporting fraud due to sim has been changed multiple time in different state Action Taken: -restored svc and updated sim that he has received from store yesterday -updated Sp Instruc to increase security Andy Huang/Yang (pseudo) /GFMO

Creation Date	TYPE	Category	Subscriber	Created By
12/05/2018 09:27:16	Special Instructions	GEN	- -	10033785 - HAO HUAN

System Text	UserText
	FRAUD DEPT DO NOT REMOVE Account holder lives in NC state and scammers went to OK state att cor store with ID to update sim card multiple times! AH is requesting to verify both the NC state issued driver license and passport before changing sim cards or make changes to the account! Andy Huang/Yang (pseudo)/GFMO 12/5/2018

Creation Date	TYPE	Category	Subscriber	Created By
12/05/2018 09:19:03	Expire SUB SOC	SUB	919-889-7464	10033785 - HAO HUAN

System Text	UserText
Subscriber level SOC expired. SOC: IPVVMNAT. Expiration date: 12/05/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/05/2018 09:19:03	Add SUB SOC	SUB	919-889-7464	10033785 - HAO HUAN

System Text	UserText
Subscriber level SOC created. SOC: IPVVMNAT. Effective: 12/05/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/05/2018 09:19:03	Replace SIM	SUB	919-889-7464	10033785 - HAO HUAN

System Text	UserText
SIM 89014103271256963537 was changed to 89014103271566984033, Date: 12/5/2018, Amount: 0, Reason: Replace w/COAM Device.	

Creation Date	TYPE	Category	Subscriber	Created By
12/05/2018 09:13:49	Restore SUB	CTN	919-889-7464	10033785 - HAO HUAN

System Text	UserText
Subscriber Restored effective 12/05/2018. Reason: Customer Request.	

Creation Date	TYPE	Category	Subscriber	Created By
12/05/2018 08:43:14	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: Transferred Call Need: Other Wireless Support and Information/Privacy and Fraud/Privacy and Fraud Notes: cx cci wants tobe xfer to fraud dept due to sim swaap fraudulent activity xfer call Created on: 2018-12-05 08:43:11.0 Created by: mb406j (Balingit, Marjorie) Caller: JASON WILLIAMS;Owner;919 889-7464;Verified with Passcode; . THE WORKING USER ID IS :mb406j

Creation Date	TYPE	Category	Subscriber	Created By
12/05/2018 08:40:05	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 23:17:53	Service Sum Generate	CSM	919-208-3101	190995935 - ENTERPR

System Text	UserText
Customer Service Summary Generated.	Customer Service Summary was generated on December 4, 2018 2:36:51 PM CST . THE WORKING USER ID IS :edp

Creation Date	TYPE	Category	Subscriber	Created By

12/04/2018 17:19:43 | **FRAUD RESEARCH** | **DIAL** | **919-889-7464** | **10153664 - KATHERINE**

System Text	UserText
	Fraud Department **Account Hijacked** **DefiniteFraud** **DO NOT REVIEW NOTES WITH CALLER** **Source: Inbound call** **PFG/DESC:** **Case #:** **CTN: 919-889-7464** **BAN: 534115196684** **Call Received From: JASON A. WILLIAMS** **Password: No, customer declined to add a password** **Made account whole** **Reasons:** **Customer Info:** **-Account holder called in to dispute the SIM change on the account. Per notes in the account the fraud person is going into a COR location with ID and having the SIM changed. Fraud person DOES NOT k**

12/04/2018 16:56:04 | **CM - Interaction** | **CRM** | **- -** | **190995809 - CLARIFYC**

System Text	UserText
CM - Interaction	**::CLARIFY:: Interaction** **Action: One And Done** **Need: NBA/NBA Offer/BOGO w/new Apple,Samsung,LG devices-No TV** **Req-Upgrade+Upgrade NOT eligible** **Resolution: Did Not Offer** **Notes: Not Offered** **Action: One And Done** **Need: Billing/Bill Review/Mobile Share Data Charges** **Resolution: Assisted via myATT Mobile App** **Notes:** **Created on: 2018-12-04 16:56:01.0** **Created by: dh1304 (Hart, Derek)** **Caller: JASON WILLIAMS;Owner;919 889-7464;Verified with Passcode; . THE WORKING USER ID IS :dh1304**

12/04/2018 16:37:09 | **Suspend SUB Stolen** | **CTN** | **919-889-7464** | **193460801 - MyATT-B**

System Text	UserText
Subscriber Suspended. Effective: 12/04/2018. Reason: STOLEN EQUIPMENT. Stolen Report: Device blocked from use on the network.	

12/04/2018 16:35:11 | **EDD_Acc_Level_Note** | **BAN** | **- -** | **190995749 - EDD API I**

System Text	UserText
	Customer Service Summary Email notification for 534115196684 sent to email: J.WILLIAMS@FASTMED.COM on 12/04/2018 . THE WORKING USER ID IS :EDD

12/04/2018 16:33:32 | **Upg Elg Check Result** | **SUB** | **919-889-7464** | **190995809 - CLARIFYC**

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	**Standard Upgrade: Result:Eligible.** **Result:Not eligible. Reason:Unknown. Future Elig Date:None.** **iPhone Standard Upgrade: Result:Eligible.** **Installment upgrade: Result:Eligible.**

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 15:37:02	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Econsent accepted for CSS. . THE WORKING USER ID IS :sh487q

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 15:36:49	Upg Elg Check Result	SUB	919-208-3101	193461371 - OPUS - AF

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: COR.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 15:36:46	Replace SIM	SUB	919-889-7464	193461371 - OPUS - AF

System Text	UserText
SIM 89014103271566984967 was changed to 89014103271256963537, Date: 12/04/2018, Amount: $0.00, Reason: PER CUSTOMER REQUEST.	

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 15:36:29	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Bypass use of 1-time PIN for SimCardChange because Phone lost/stolen. Last 4 SSN was validated. . THE WORKING USER ID IS :sh487q

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 15:34:21	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Manual Driver's License bypass selected because ID Type Not Scanable. Rep validated AH JASON A WILLIAMS name on ID as Jason Williams by sh487q RSC and last 4 of SSN validation is successful. . THE WORKING USER ID IS :sh487q

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 15:34:21	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Customer accepted duration of visit/call . THE WORKING USER ID IS :sh487q

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 15:34:14	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Image Capture of ID was failed. . THE WORKING USER ID IS :sh487q

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 15:34:14	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Customer declined consent for Image Capture of ID. . THE WORKING USER ID IS :sh487q

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 15:33:40	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Rep sh487q RSC entered Customer Verification Screen . THE WORKING USER ID IS :sh487q

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 15:33:38	Upg Elg Check Result	SUB	919-889-7464	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 15:33:37	Upg Elg Check Result	SUB	919-208-3101	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 13:44:29	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Manual Driver's License bypass selected because ID Will Not Scan/Swipe. Rep validated AH JASON A WILLIAMS name on ID as Jason William by rg085r RSM and last 4 of SSN validation is successful. . THE WORKING USER ID IS :rg085r

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 13:44:29	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Customer accepted duration of visit/call . THE WORKING USER ID IS :rg085r

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 13:44:17	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Image Capture of ID was failed. . THE WORKING USER ID IS :rg085r

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 13:44:16	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Customer declined consent for Image Capture of ID. . THE WORKING USER ID IS :rg085r

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 13:43:38	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Rep rg085r RSM entered Customer Verification Screen . THE WORKING USER ID IS :rg085r

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 13:43:35	Upg Elg Check Result	SUB	919-208-3101	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 13:43:35	Upg Elg Check Result	SUB	919-889-7464	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 13:43:26	EDD_Acc_Level_Note	BAN	- -	190995749 - EDD API I

System Text	UserText
	Customer Service Summary SMS sent for 534115196684 on 12/04/2018 for successful CTNs: 9192083101,9198897464 . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 13:39:13	EDD_Acc_Level_Note	BAN	- -	190995749 - EDD API I

System Text	UserText
	Customer Service Summary SMS sent for 534115196684 on 12/04/2018 for successful CTNs: 9192083101,9198897464 . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 00:00:00	Special Instructions	GEN	919-889-7464	SYSTEM

System Text	UserText
	CTN: 9198897464 IMEI: 355400085974809 This Apple device is an AT&T Certified Like New Device. Warranty handled by AT&T internally not Apple. For warranty replacement contact AT&T iPhone Technical Support. Warranty period 07/06/17 - 07/05/18

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:08:32	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: CPNI/CPNI Preference Change/Duration of Call/Visit Resolution: Customer-initiated permanent consent. Notes: BAN 534115196684, Market GAC, DOC, Old CPNI Preference:Denied Permanent Consent, New CPNI Preference:Customer-initiated permanent consent.,Mon Dec 03 18:05:16 CST 2018,cn363d Action: One And Done Need: CPNI/CPNI Preference Change/Permanent Resolution: Denied Permanent Consent Notes: BAN 534115196684, Market GAC, DOC, Old

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:08:30	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: CPNIPreference ConsentType :: Permanent consent PreviousCpni :: Denied Permanent Consent NewCpni :: Denied Permanent Consent UpdateStamp :: Mon Dec 03 18:05:16 CST 2018 RepCuid :: cn363d . THE WORKING USER ID IS :Clarify

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:08:30	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: CPNIPreference ConsentType :: DOC consent PreviousCpni :: Denied Permanent Consent NewCpni :: Customer-initiated permanent consent. UpdateStamp :: Mon Dec 03 18:05:16 CST 2018 RepCuid :: cn363d . THE WORKING USER ID IS :Clarify

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:08:22	DOC/DOV Cust Init	BAN	000-000-0000	190995809 - CLARIFY(

System Text	UserText
Customer initiated permanent consent during this interaction.	

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:06:35	Expire SUB SOC	SUB	919-889-7464	207018207 - CHERIE N

System Text	UserText
Subscriber level SOC expired. SOC: VEN1B. Expiration date: 12/03/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:06:35	Expire SUB SOC	SUB	919-889-7464	207018207 - CHERIE N

System Text	UserText
Subscriber level SOC expired. SOC: SDFJ1VB. Expiration date: 12/03/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:06:35	Expire SUB SOC	SUB	919-889-7464	207018207 - CHERIE N

System Text	UserText
Subscriber level SOC expired. SOC: OPTCAMELB. Expiration date: 12/03/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:06:35	Expire SUB SOC	SUB	919-889-7464	207018207 - CHERIE N

System Text	UserText
Subscriber level SOC expired. SOC: IWBCON. Expiration date: 12/03/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:06:35	Expire SUB SOC	SUB	919-889-7464	207018207 - CHERIE N

System Text	UserText
Subscriber level SOC expired. SOC: IPVV. Expiration date: 12/03/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:06:35	Expire SUB SOC	SUB	919-889-7464	207018207 - CHERIE N

System Text	UserText
Subscriber level SOC expired. SOC: IFDB. Expiration date: 12/03/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:06:35	Expire SUB SOC	SUB	919-889-7464	207018207 - CHERIE N

System Text	UserText
Subscriber level SOC expired. SOC: H988. Expiration date: 12/03/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:06:35	Expire SUB SOC	SUB	919-889-7464	207018207 - CHERIE N

System Text	UserText
Subscriber level SOC expired. SOC: GTETHB. Expiration date: 12/03/2018.	

ATT-WIL-00661

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:06:35	Add SUB SOC	SUB	919-889-7464	207018207 - CHERIE N

System Text	UserText
Subscriber level SOC created. SOC: IFDB. Effective: 12/03/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:06:35	Add SUB SOC	SUB	919-889-7464	207018207 - CHERIE N

System Text	UserText
Subscriber level SOC created. SOC: VEN1B. Effective: 12/03/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:06:35	Add SUB SOC	SUB	919-889-7464	207018207 - CHERIE N

System Text	UserText
Subscriber level SOC created. SOC: SDFJ1VB. Effective: 12/03/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:06:35	Add SUB SOC	SUB	919-889-7464	207018207 - CHERIE N

System Text	UserText
Subscriber level SOC created. SOC: OPTCAMELB. Effective: 12/03/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:06:35	Add SUB SOC	SUB	919-889-7464	207018207 - CHERIE N

System Text	UserText
Subscriber level SOC created. SOC: IWBCON. Effective: 12/03/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:06:35	Add SUB SOC	SUB	919-889-7464	207018207 - CHERIE N

System Text	UserText
Subscriber level SOC created. SOC: GTETHB. Effective: 12/03/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:06:35	Expire SUB SOC	SUB	919-889-7464	207018207 - CHERIE N

System Text	UserText
Subscriber level SOC expired. SOC: SDFVIL64. Expiration date: 12/03/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:06:35	Add SUB SOC	SUB	919-889-7464	207018207 - CHERIE N

System Text	UserText
Subscriber level SOC created. SOC: SDFVIL64N. Effective: 12/03/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:04:05	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFYC

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 12:25:42	Special Instructions	GEN	- -	1905878 - RICHARD L(

System Text	UserText
	Customer has verified himself with ID and passcode with manager. Customer has given instructions that transactions can only be made in person with ID and passcode verification. . THE WORKING USER ID IS :Brittany Coleman Do not verify by last 4 of ssn 12/03/18 **FRAUD DEPT DO NOT REMOVE** Customer was previous victim of Account Takeover on xx/xx/xx. Please use caution when making account changes/placing order.

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 12:24:20	FRAUD RESEARCH	DIAL	919-889-7464	1905878 - RICHARD L(

System Text	UserText
	Fraud Department DO NOT REVIEW NOTES WITH CALLER Source: Inbound call Case #: CTN: 9198897464 BAN: 534115196684 Order#: Call Received From: JASON A. WILLIAMS Reasons: Sim swap device lost service Action Taken: Account already fixed Richard Lopez /GFMO

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 12:18:16	Special Instructions	GEN	- -	1905878 - RICHARD L(

System Text	UserText
	Customer has verified himself with ID and passcode with manager. Customer has given instructions that transactions can only be made in person with ID and passcode verification. . THE WORKING USER ID IS :Brittany Coleman Do not verify by last 4 of ssn

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 12:17:39	Special Instructions	GEN	- -	1905878 - RICHARD L(

System Text	UserText
	Customer has verified himself with ID and passcode with manager. Customer has given instructions that transactions can only be made in person with ID and passcode verification. . THE WORKING USER ID IS :Brittany Coleman

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 11:43:36	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Caller Not Present/Caller Not Present/Caller Not Present Resolution: Completed Interaction and Call Ended Notes: cx, request fraud departnemtn Created on: 2018-12-03 11:43:34.0 Created by: nt3696 (Tikaprasad, Narmindra) Caller: JASON WILLIAMS;Owner;919 889-7464;Not Verified; . THE WORKING USER ID IS :nt3696

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 09:50:25	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: Transferred Call Need: Other Wireless Support and Information/Privacy and Fraud/Privacy and Fraud Notes: Created on: 2018-12-03 09:50:21.0 Created by: js072d (Sadler, Jennifer) Caller: JASON WILLIAMS;Owner;919 889-7464;Verified with Passcode; . THE WORKING USER ID IS :js072d

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 09:31:26	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 09:28:39	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 75% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 05:11:39	EDD_Acc_Level_Note	BAN	- -	190995749 - EDD API I

System Text	UserText
	Customer Service Summary Email notification for 534115196684 sent to email: J.WILLIAMS@FASTMED.COM on 12/03/2018 . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 21:58:24	Service Sum Generate	CSM	919-208-3101	190995935 - ENTERPR

System Text	UserText
Customer Service Summary Generated.	Customer Service Summary was generated on December 2, 2018 11:17:21 AM CST . THE WORKING USER ID IS :edp

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 13:44:55	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Caller Not Present/Caller Not Present/Caller Not Present Resolution: Completed Interaction and Call Ended Notes: Created on: 2018-12-02 13:44:49.0 Created by: lv779a (Villalobos, Luis) Caller: JASON WILLIAMS;Owner;919 889-7464;Not Verified; . THE WORKING USER ID IS :lv779a

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:20:31	Change Equipment	CSM	919-889-7464	193460757 - BOB PMI

System Text	UserText
Network driven IMEI update	Device IMEI Auto-Update - Device IMEI in Telegence was updated to match device being used on our network. No plan change required. . THE WORKING USER ID IS :bobpmi

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:20:30	Add SUB SOC	SUB	919-889-7464	193460757 - BOB PMI

System Text	UserText
Subscriber level SOC created. SOC: 25APL. Effective: 12/02/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:20:30	Add SUB SOC	SUB	919-889-7464	193460757 - BOB PMI

System Text	UserText
Subscriber level SOC created. SOC: IPVVMNAT. Effective: 12/02/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:20:30	Add IMEI	SUB	919-889-7464	193460757 - BOB PMI

System Text	UserText
IMEI Added. IMEI: 356080097664348. Effective date: 12/02/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:20:29	Change Equipment rsn	SUB	919-889-7464	193460757 - BOB PMI

System Text	UserText
The IMEI has been changed by m03747.	Network triggered IMEI change. Customer is using a different device.

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:20:27	Special Instructions	GEN	- -	193461371 - OPUS - AF

System Text	UserText
	Customer has verified himself with ID and passcode with manager. Customer has given instructions that transactions can only be made in person with ID and passcode verification. . THE WORKING USER ID IS :Brittany Coleman

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:18:11	Create Charge	FINN	000-000-0000	190995803 - OPUS CSI

System Text	UserText
Manual charge created. Charge Code: UPGNOC. Amount: $30.00. Installments: NO COMMITMENT/UPGRADE FEE.	THE CHARGE CREATED BY OPUS, THE USER ID IS OPUS.

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:18:09	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	9198897464,-100.0%,SIM,Customer has been hacked for fraud. . THE WORKING USER ID IS :bc023v

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:17:29	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Econsent accepted for CSS. . THE WORKING USER ID IS :bc023v

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:17:19	Upg Elg Check Result	SUB	919-208-3101	193461371 - OPUS - AF

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: COR.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:07:21	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Econsent accepted for CSS. . THE WORKING USER ID IS :bc023v

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:06:58	Upg Elg Check Result	SUB	919-208-3101	193461371 - OPUS - AF

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: COR.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:06:54	Replace SIM	SUB	919-889-7464	193461371 - OPUS - AF

System Text	UserText
SIM 89014103279150759547 was changed to 89014103271566984967, Date: 12/02/2018, Amount: $0.00, Reason: PER CUSTOMER REQUEST.	

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:05:34	CPNI Notification	BAN	- -	190995749 - EDD API I

System Text	UserText
CPNI Notification	CPNI Notification: CTN:9198897464 Account Number:534115196684 Notification Methods:SMS Originating System:ATLAS Event Type:AccountPasscodeModified Old Value: Name:JASON WILLIAMS Language:E Insert Datetime:2018-12-02 11:03:03.0 New Value: Name:JASON WILLIAMS RALEIGH Email:jasonwilliamseow@gmail.com Language:E Insert Datetime:2018-12-02 11:03:03.0 . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:02:44	Restore SUB	CTN	919-889-7464	193461371 - OPUS - AF

System Text	UserText
Subscriber Restored effective 12/02/2018. Reason: CUSTOMER REQUEST.	

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:02:18	Change BAN Passcode	BAN	- -	193461371 - OPUS - AF

System Text	UserText
Passcode changed.	

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:01:54	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Manual Driver's License bypass selected because ID Will Not Scan/Swipe. Rep validated AH JASON A WILLIAMS name on ID as Jason Williams by bc023v RSC and passcode validation is successful. . THE WORKING USER ID IS :bc023v

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:01:54	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Customer accepted duration of visit/call . THE WORKING USER ID IS :bc023v

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:01:29	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Rep bc023v RSC entered Customer Verification Screen . THE WORKING USER ID IS :bc023v

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:01:27	Upg Elg Check Result	SUB	919-208-3101	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

ATT-WIL-00666

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:01:27	Upg Elg Check Result	SUB	919-889-7464	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. Installment upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None.

Creation Date	TYPE	Category	Subscriber	Created By
12/01/2018 19:59:24	CM - Commitment	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Commitment	::CLARIFY:: Commitment ID: 1247301632 Priority: Normal Status: Completed Due Date: 12/5/2018 8:00:00 PM Notes: *cx JASON WILLIAM ci & verified*cci WANTED TO ACTIVATE A NEW SIMCARD for the line ENDING#7464*but the cx GOT DISCONNECTED. Completion Reason: called back but unable to reach back.; Resolution: Unable to complete per VID or Policy Date Complete: 12/2/2018 8:59:17 AM . THE WORKING USER ID IS :mf928w

Creation Date	TYPE	Category	Subscriber	Created By
12/01/2018 18:18:19	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Resolution: Replace SIM: Technical/Troubleshooting Notes: -Cx said that someone swap his sim so that he will have no service -he wanted to change sim at the device -suspended the service>>prompted Cx to go to the store to change the sim--check Cx with valid IDs just to make sure he is the account owner -and also to report what happened -pls dont a

Creation Date	TYPE	Category	Subscriber	Created By
12/01/2018 18:12:47	Suspend SUB	CTN	919-889-7464	205047229 - KEN SAL/

System Text	UserText
Subscriber Suspended. effective 12/01/2018. Reason: Customer is Cutting Back.	Cxreq.

Creation Date	TYPE	Category	Subscriber	Created By
12/01/2018 18:06:20	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
12/01/2018 17:04:12	Add IMEI	SUB	919-889-7464	193460757 - BOB PMI

System Text	UserText
IMEI Added. IMEI: 355400085974809. Effective date: 12/01/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/01/2018 17:00:21	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Resolution: Replace SIM: Cross Upgrade Notes: cust. calling to activate a phone. Created on: 2018-12-01 17:00:11.0 Created by: mv177q (Vasquez, Marcus) Caller: JASON WILLIAMS;Owner;919 889-7464;Verified with Passcode; SMS PCN;PCN-SMS Declined for this Interaction; . THE WORKING USER ID IS :mv177q

Creation Date	TYPE	Category	Subscriber	Created By
12/01/2018 16:55:46	Expire SUB SOC	SUB	919-889-7464	209034195 - MARCUS

System Text	UserText
Subscriber level SOC expired. SOC: 21APL. Expiration date: 12/01/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/01/2018 16:55:46	Expire IMEI	SUB	919-889-7464	209034195 - MARCUS

System Text	UserText
IMEI Expired. IMEI: 355309083675617. Expiration date: 12/01/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/01/2018 16:55:46	Add IMEI	SUB	919-889-7464	209034195 - MARCUS

System Text	UserText
IMEI Added. IMEI: 355400085974809. Effective date: 12/01/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
12/01/2018 16:55:45	Change Equipment rsn	SUB	919-889-7464	209034195 - MARCUS

System Text	UserText
The IMEI has been changed by mv177q.	Customer owned equipment

Creation Date	TYPE	Category	Subscriber	Created By
12/01/2018 16:54:11	Replace SIM	SUB	919-889-7464	209034195 - MARCUS

System Text	UserText
SIM 89014103279442273588 was changed to 89014103279150759547, Date: 12/1/2018, Amount: 0, Reason: Replace w/COAM Device.	

Creation Date	TYPE	Category	Subscriber	Created By
12/01/2018 16:51:47	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

ATT-WIL-00668

Creation Date	TYPE	Category	Subscriber	Created By
12/01/2018 16:45:56	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Shop and Purchase/Equipment Upgrades and Orders/SIM Order Resolution: Call Disconnected Notes: 100% FRAUD. Jason wants to activate a SIM in his line but he says he cant received PIN validation and he doesnt want go to the store and disconnected the call. Created on: 2018-12-01 16:45:46.0 Created by: rl849g (Beron, Rodrigo) Caller: JASON WILLIAMS;Owner;919 889-7464;Verified with Passcode; . THE WORKING USER ID IS :rl849g

Creation Date	TYPE	Category	Subscriber	Created By
12/01/2018 16:39:03	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 23:57:42	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: Commitment; ID: 1247303961 Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Notes: got a new sim / cx wants to update the iccid / cx refused to do the pin validation// dept closed, out of operation hours.. Created on: 2018-11-30 23:57:31.0 Created by: rf878t (Fuentes, Rachelle) Caller: JASON WILLIAMS;Owner;919 889-7464;Verified with Passcode; . THE WORKING USER ID IS :rf878t

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 23:57:12	CM - Commitment	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Commitment	::CLARIFY:: Commitment ID: 1247303961 Created on: 2018-11-30 23:57:02.0 Created by: rf878t (Fuentes, Rachelle) Caller: JASON WILLIAMS Priority: Normal Status: Not Started Due Date: 2018-12-05 07:00:00 America/New_York Notes: got a new sim / cx wants to update the iccid / cx refused to do the pin validation// dept closed, out of operation hour//cx intentional disconnect. . THE WORKING USER ID IS :rf878t

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 23:39:18	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: Commitment; ID: 1247301632 Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Notes: *cx JASON WILLIAM ci & verified *cci WANTED TO ACTIVATE A NEW SIMCARD for the line ENDING#7464 *but the cx GOT DISCONNECTED Created on: 2018-11-30 23:39:08.0 Created by: mb935r (Borabo, Merwyn) Caller: JASON WILLIAMS;Owner;919 889-7464;Verified with Passcode; . THE WORKING USER ID IS :mb935r

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 23:39:08	CM - Commitment	CRM	- -	190995809 - CLARIFYC

System Text	UserText
CM - Commitment	::CLARIFY:: Commitment ID: 1247301632 Created on: 2018-11-30 23:39:01.0 Created by: mb935r (Borabo, Merwyn) Caller: JASON WILLIAMS Priority: Normal Status: In Progress Due Date: 2018-12-05 07:00:00 America/New_York Notes: *cx JASON WILLIAM ci & verified*cci WANTED TO ACTIVATE A NEW SIMCARD for the line ENDING#7464*but the cx GOT DISCONNECTED. . THE WORKING USER ID IS :mb935r

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 23:32:16	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFYC

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 23:29:18	CM - Interaction	CRM	- -	190995809 - CLARIFYC

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Resolution: Unable to complete per VID or Policy Notes: !!!!!POSSIBLE FRAUD!!!! !!!DONT MAKE ANY CHANGES ON THE ACCOUNT!!!!! -- want to activate the sim card -- ask the information for the device and the sim card -- INFORM IM GOING TO DO PIN VAL -- CX HANG UP RIGHT AWAY -- DONT MAKE ANY CHANGES ON THE ACCOUNT Created on: 2018-11-30 23:29:11.0

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 23:22:29	CM - Interaction	CRM	- -	190995809 - CLARIFYC

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Resolution: Unable to complete per VID or Policy Notes: want to activate the sim - cannot pin validate. Created on: 2018-11-30 23:22:20.0 Created by: ab7582 (Baradia, Gelo) Caller: JASON WILLIAMS;Owner;919 889-7464;Verified with Passcode; . THE WORKING USER ID IS :ab7582

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 23:20:53	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFYC

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 23:19:48	CM - Interaction	CRM	- -	190995809 - CLARIFYC

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Resolution: Call Disconnected Notes: cx ci to activate a new sim possible fraud on tha ccount no changes made!!!!! account was verrified by caller through passcode before change please investigate further Created on: 2018-11-30 23:19:47.0 Created by: pj9625 (Japitana, Paolo) Caller: JASON WILLIAMS;Owner;919 889-7464;Verified with Passcode; . THE W

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 23:19:37	Special Instructions	GEN	- -	190995730 - WEST INT

System Text	UserText
	9198897464 Failed IVR VID with SSN TimeStamp: 20181130 231745 - JASON WILLIAMS . THE WORKING USER ID IS :west

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 23:16:20	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFYC

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 23:15:22	Special Instructions	GEN	- -	190995730 - WEST INT

System Text	UserText
	9198897464 Failed IVR VID with SSN TimeStamp: 20181130 231330 - JASON WILLIAMS . THE WORKING USER ID IS :west

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 23:14:44	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFYC

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 23:04:46	CM - Interaction	CRM	- -	190995809 - CLARIFYC

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Resolution: Replace SIM: Technical/Troubleshooting Notes: Possible fraud Created on: 2018-11-30 23:04:36.0 Created by: ea618b (Ambuyoc, Emmanuel) Caller: JASON WILLIAMS;Owner;919 889-7464;Verified with Passcode; SMS PCN;Never send PCN-SMS to this BAN; . THE WORKING USER ID IS :ea618b

ATT-WIL-00671

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 22:54:26	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Resolution: Call Disconnected Notes: cx wants to update sim info cx cannot verify acct cx disconnected Created on: 2018-11-30 22:54:15.0 Created by: lr4220 (Roberts, Lindon) Caller: JASON WILLIAMS;Owner;919 889-7464;Verified with Passcode; . THE WORKING USER ID IS :lr4220

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 22:47:03	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 22:46:22	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 22:46:04	Special Instructions	GEN	- -	190995730 - WEST INT

System Text	UserText
	9198897464 Failed IVR VID with SSN TimeStamp: 20181130 224420 - JASON WILLIAMS . THE WORKING USER ID IS :west

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 22:29:10	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 22:26:10	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: Transferred Call Need: Shop and Purchase/Activations or Add a Line/Activate Device Notes: cust called in to activate a SIM he got from an second hand device he bought cust was advised to visit a local store for further assistance Created on: 2018-11-30 22:26:03.0 Created by: dg922n (Gonzalez, David) Caller: JASON WILLIAMS;Owner;919 889-7464;Verified with Passcode; . THE WORKING USER ID IS :dg922n

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 22:22:29	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 13:24:42	Upgrade Elig Check	SUB	919-889-7464	193461238 - OPUS TW

System Text	UserText
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: 03/13/2015. Future eligibility date: None. Notify by: None. USC: .	Reason: Eligible

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 13:24:38	Upgrade Elig Check	SUB	919-208-3101	193461238 - OPUS TW

System Text	UserText
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: None. Future eligibility date: None. Notify by: None. USC: .	Reason: Eligible

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 13:22:43	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: CPNIPreference ConsentType :: DOC consent PreviousCpni :: Denied Permanent Consent NewCpni :: No, consent denied for this interaction only UpdateStamp :: Fri Nov 30 13:11:05 EST 2018 RepCuid :: th765j . THE WORKING USER ID IS :Clarify

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 13:22:37	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: CPNI/CPNI Preference Change/Duration of Call/Visit Resolution: No, consent denied for this interaction only Notes: BAN 534115196684, Market GAC, DOC, Old CPNI Preference:Denied Permanent Consent, New CPNI Preference:No, consent denied for this interaction only,Fri Nov 30 13:11:05 EST 2018,th765j Action: Transferred Call Need: Other Wireless Support and Information/Privacy and Fraud/Privacy and Fraud Notes: Created on: 2018-11-30 13:22:33.0

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 13:22:33	DOC/DOV Decline	BAN	000-000-0000	190995809 - CLARIFY(

System Text	UserText
Consent denied for this interaction only.	

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 13:17:25	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Shop and Purchase/Activations or Add a Line/Activate Device Resolution: Assisted with New Activation Notes: Jason is wanting to activate a new sim card. Could not vid and will go into core store. Created on: 2018-11-30 13:17:20.0 Created by: df892v (Feller, Daniel) Caller: JASON WILLIAMS;Owner;919 889-7464;Not Verified; . THE WORKING USER ID IS :df892v

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 13:16:49	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

ATT-WIL-00673

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 13:15:15	Generate PIN	CSM	- -	190995809 - CLARIFY(

System Text	UserText
PIN Generation has been requested on 11-30-2018:13:15:14 by df892v. Delivery method: Email. Delivery Destination: J.WILLIAMS@FASTMED.COM.	PIN Generation has been requested on 2018-11-30T13:15:14Z by true df892v. Delivery method: Email. Delivery Destination: J.WILLIAMS@FASTMED.COM . THE WORKING USER ID IS :ClarifyCM

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 13:08:51	CM - Interaction	CRM	- -	190995809 - CLARIFY(

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Resolution: Unable to complete per VID or Policy Notes: - wants to swap sim - can't verify account, advised to bring the phone to the store, bring a valid ID so we can swap the sim / customer disconnected Created on: 2018-11-30 13:08:49.0 Created by: sk599a (Sison, Kimberly) Caller: JASON WILLIAMS;Owner;919 889-7464;Not Verified; . THE WORKING USE

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 13:07:49	Upg Elg Check Result	SUB	919-208-3101	193461238 - OPUS TW

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: COR.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 13:07:48	CSM General	CSM	- -	193461238 - OPUS TW

System Text	UserText
	Account Accessed via Unverified Flow by th765j Call Center Unified Rep. . THE WORKING USER ID IS :th765j

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 13:06:02	Upg Elg Check Result	SUB	919-889-7464	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 13:06:02	Upg Elg Check Result	SUB	919-208-3101	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 13:05:53	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 13:05:30	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

ATT-WIL-00674

Creation Date	TYPE	Category	Subscriber	Created By
11/16/2018 08:01:06	Voice Usage Alert	CSM	919-889-7464	190995836 - BOBPM C

System Text	UserText
Voice Usage Notification sent	Cust notified of unbilled intl dialing voice usg in excess of $100. Pls review unbilled voice usg and educate on related charges. Any changes should be backdated to the beginning of the current bill cycle. Refer to Voice Usage Controls in CSP for details. . THE WORKING USER ID IS :BOBPM

Creation Date	TYPE	Category	Subscriber	Created By
11/12/2018 08:21:23	EDD_Acc_Level_Note	BAN	- -	190995749 - EDD API I

System Text	UserText
	Email payment receipt sent to: jasonwilliamseow@gmail.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
11/12/2018 08:21:21	Payment Received	FINN	- -	193461372 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 11/12/2018. Amount: $209.90. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
11/06/2018 15:43:10	CPNI Notification	BAN	- -	190995749 - EDD API I

System Text	UserText
CPNI Notification	CPNI Notification: CTN:null Account Number:534115196684 Notification Methods:MAIL Originating System:ATLAS Event Type:SecurityLevelModified Old Value: Name:JASON WILLIAMS Language:E Insert Datetime:2018-11-06 10:26:25.0 New Value: Name:JASON WILLIAMS RALEIGH Email:jasonwilliamseow@gmail.com Language:E Insert Datetime:2018-11-06 10:26:25.0 . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
11/06/2018 13:31:18	Fraud General	GEN	919-889-7464	30034125 - GIA BEVAC

System Text	UserText
	Fraud Department **General** DO NOT REVIEW NOTES WITH CALLER Source: Inbound Call CTN: BAN: 534115196684 Call Received From: JASON A. WILLIAMS Reasons: Received USH ticket back to activated sim card Action Taken: -reinstated lines -changed sim card back to the customer's sim card Gia Bevacqua /GFMO

Creation Date	TYPE	Category	Subscriber	Created By
11/06/2018 13:29:30	Replace SIM	SUB	919-889-7464	30034125 - GIA BEVAC

System Text	UserText
SIM 89014103278833207957 was changed to 89014103279442273588, Date: 11/6/2018, Amount: 0, Reason: Technical/Troubleshooting.	

Creation Date	TYPE	Category	Subscriber	Created By
11/06/2018 13:27:12	Restore SUB	CTN	919-889-7464	30034125 - GIA BEVAC

System Text	UserText
Subscriber Restored effective 11/06/2018. Reason: Customer Request.	

ATT-WIL-00675

Creation Date	TYPE	Category	Subscriber	Created By
11/06/2018 11:26:22	Change Security Lvl	BAN	919-889-7464	30034125 - GIA BEVAC

System Text	UserText
Passcode security level was changed from STANDARD to EXTRA. User ID a_csm	

Creation Date	TYPE	Category	Subscriber	Created By
11/06/2018 11:25:29	FRAUD RESEARCH	DIAL	919-889-7464	30034125 - GIA BEVAC

System Text	UserText
	Fraud Department Account Hijacked DefiniteFraud DO NOT REVIEW NOTES WITH CALLER Source: Inbound call PFG/DESC: Case #: 2018-11-06/4362 CTN: BAN: 534115196684 Call Received From: JASON A. WILLIAMS Password: Yes, customer added password Made account whole Reasons: Customer called to say line is not working verified and answered OOW sim card changed on account last night no usage on sim Action Taken: -Suspended service -Deemed Hijack Fraud Gia Bevacqua /GFMO

Creation Date	TYPE	Category	Subscriber	Created By
11/06/2018 11:19:00	Special Instructions	GEN	- -	30034125 - GIA BEVAC

System Text	UserText
	11/06/18 **FRAUD DEPT DO NOT REMOVE** Customer was previous victim of Account Takeover on 11/05/18. Please use caution when making account changes/placing order.

Creation Date	TYPE	Category	Subscriber	Created By
11/06/2018 11:16:04	Suspend SUB	CTN	919-889-7464	30034125 - GIA BEVAC

System Text	UserText
Subscriber Suspended. effective 11/06/2018. Reason: Other.	

Creation Date	TYPE	Category	Subscriber	Created By
11/06/2018 11:16:00	CPNI Notification	BAN	- -	190995749 - EDD API I

System Text	UserText
CPNI Notification	CPNI Notification: CTN:9198897464 Account Number:534115196684 Notification Methods:SMS Originating System:ATLAS Event Type:SubscriberEmailAddressAdded Old Value: Language:E Insert Datetime:2018-11-06 10:13:50.0 New Value: Language:E Insert Datetime:2018-11-06 10:13:50.0 . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
11/06/2018 11:15:59	CPNI Notification	BAN	- -	190995749 - EDD API I

System Text	UserText
CPNI Notification	CPNI Notification: CTN:9198897464 Account Number:534115196684 Notification Methods:SMS Originating System:ATLAS Event Type:SubscriberEmailAddressModified Old Value: Language:E Insert Datetime:2018-11-06 10:13:49.0 New Value: Language:E Insert Datetime:2018-11-06 10:13:49.0 . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
11/06/2018 11:15:33	CPNI Notification	BAN	- -	190995749 - EDD API I

System Text	UserText
CPNI Notification	CPNI Notification: CTN:9198897464 Account Number:534115196684 Notification Methods:SMS Originating System:ATLAS Event Type:AccountEmailAddressModified Old Value: Name:JASON WILLIAMS Email:J.WILLIAMS@FASTMED.COM Language:E Insert Datetime:2018-11-06 10:12:17.0 New Value: Name:JASON WILLIAMS RALEIGH Email:jasonwilliamseow@gmail.com Language:E Insert Datetime:2018-11-06 10:12:17.0 . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
11/06/2018 11:15:21	CPNI Notification	BAN	- -	190995749 - EDD API I

System Text	UserText
CPNI Notification	CPNI Notification: CTN:9198897464 Account Number:534115196684 Notification Methods:SMS Originating System:ATLAS Event Type:AccountPasscodeModified Old Value: Name:JASON WILLIAMS Language:E Insert Datetime:2018-11-06 10:11:22.0 New Value: Name:JASON WILLIAMS RALEIGH Email:J.WILLIAMS@FASTMED.COM Language:E Insert Datetime:2018-11-06 10:11:22.0 . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
11/06/2018 11:12:16	Email Verify Req	BAN	- -	190995749 - EDD API I

System Text	UserText
Billing email address verification request has been sent to the customer.	Billing email address verification request has been sent to the customer. . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
11/06/2018 11:12:12	Change Billing email	BAN	- -	30034125 - GIA BEVAC

System Text	UserText
Ban email address changed.	Old Email Address: J.WILLIAMS@FASTMED.COM

Creation Date	TYPE	Category	Subscriber	Created By
11/06/2018 11:12:12	Email Verify Req	BAN	- -	30034125 - GIA BEVAC

System Text	UserText
Billing email address verification request has been sent to the customer.	

Creation Date	TYPE	Category	Subscriber	Created By
11/06/2018 11:11:17	Change BAN Passcode	BAN	- -	30034125 - GIA BEVAC

System Text	UserText
Passcode changed.	

Creation Date	TYPE	Category	Subscriber	Created By
11/05/2018 18:12:15	Upg Elg Check Result	SUB	919-208-3101	193461371 - OPUS - AF

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: BBI.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
11/05/2018 18:11:44	Upg Elg Check Result	SUB	919-208-3101	193461371 - OPUS - AF

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: BBI.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
11/05/2018 18:11:41	Replace SIM	SUB	919-889-7464	193461371 - OPUS - AF

System Text	UserText
SIM 89014103279442273588 was changed to 89014103278833207957, Date: 11/05/2018, Amount: $0.00, Reason: PER CUSTOMER REQUEST.	

Creation Date	TYPE	Category	Subscriber	Created By
11/05/2018 18:11:35	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Bypass use of 1-time PIN for SimCardChange because Initial PIN not received. Last 4 SSN was validated. . THE WORKING USER ID IS :sd732f

Creation Date	TYPE	Category	Subscriber	Created By
11/05/2018 18:09:48	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Customer provided consent to swipe/scan DL when asked by rep . THE WORKING USER ID IS :sd732f

Creation Date	TYPE	Category	Subscriber	Created By
11/05/2018 18:09:12	CSM General	CSM	- -	193461371 - OPUS - AF

System Text	UserText
	Rep sd732f EXCL-NBI Manager entered Customer Verification Screen . THE WORKING USER ID IS :sd732f

Creation Date	TYPE	Category	Subscriber	Created By
11/05/2018 18:09:09	Upg Elg Check Result	SUB	919-889-7464	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
11/05/2018 18:09:09	Upg Elg Check Result	SUB	919-208-3101	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
11/05/2018 15:18:12	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Overage Alert: Cust notified that Mobile Share Grp G9230838 has used 100% of its 1GB data ovg allowance. Additional 1GB has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
11/04/2018 22:16:59	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 75% of 1GB data ovg allowance. Additional 1GB will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
11/02/2018 13:10:56	CSM General	CSM	919-889-7464	190995742 - ROAMER

System Text	UserText
	SMS sent by RSS to customer roaming in JAM notifying that international charges apply. Referred to att.com/global or att.com/intl. . THE WORKING USER ID IS :RSSAPPID

ATT-WIL-00678

Creation Date	TYPE	Category	Subscriber	Created By
11/01/2018 12:10:21	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSl

System Text	UserText
Domestic Data Usage Notification sent	Data Overage Alert: Customer notified that Mobile Share Grp G9230838 has used 100% of its data plan allowance. Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
10/29/2018 18:31:08	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSl

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 90% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
10/26/2018 11:22:41	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSl

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 75% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
10/12/2018 09:08:27	EDD_Acc_Level_Note	BAN	- -	190995749 - EDD API I

System Text	UserText
	Email payment receipt sent to: j.williams@fastmed.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
10/12/2018 09:08:25	Payment Received	FINN	- -	193461372 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 10/12/2018. Amount: $205.18. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
10/04/2018 09:00:01	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSl

System Text	UserText
Domestic Data Usage Notification sent	Data Overage Alert: Customer notified that Mobile Share Grp G9230838 has used 100% of its data plan allowance. Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
10/01/2018 19:01:42	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSl

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 90% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
09/26/2018 07:56:21	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSl

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 75% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
09/12/2018 08:07:56	EDD_Acc_Level_Note	BAN	- -	190995749 - EDD API I

System Text	UserText
	Email payment receipt sent to: j.williams@fastmed.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
09/12/2018 08:07:54	Payment Received	FINN	- -	193461372 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 09/12/2018. Amount: $206.35. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
09/05/2018 23:53:44	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Overage Alert: Customer notified that Mobile Share Grp G9230838 has used 100% of its data plan allowance. Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
09/04/2018 15:32:47	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 90% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
08/30/2018 14:55:03	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 75% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
08/29/2018 05:54:32	CSM General	CSM	919-889-7464	190995742 - ROAMER

System Text	UserText
	SMS sent by RSS to customer roaming in GBR notifying that international charges apply. Referred to att.com/global or att.com/intl. . THE WORKING USER ID IS :RSSAPPID

Creation Date	TYPE	Category	Subscriber	Created By
08/26/2018 01:11:25	CSM General	CSM	919-889-7464	190995742 - ROAMER

System Text	UserText
	SMS sent by RSS to customer roaming in NLD notifying that international charges apply. Referred to att.com/global or att.com/intl. . THE WORKING USER ID IS :RSSAPPID

Creation Date	TYPE	Category	Subscriber	Created By
08/11/2018 07:07:59	EDD_Acc_Level_Note	BAN	- -	190995749 - EDD API I

System Text	UserText
	Email payment receipt sent to: j.williams@fastmed.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
08/11/2018 07:07:57	Payment Received	FINN	- -	193461372 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 08/11/2018. Amount: $249.40. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
07/31/2018 07:35:02	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 75% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
07/27/2018 12:55:48	CSM General	CSM	919-889-7464	190995742 - ROAMER

System Text	UserText
	SMS sent by RSS to customer roaming in TCA notifying that international charges apply. Referred to att.com/global or att.com/intl. . THE WORKING USER ID IS :RSSAPPID

Creation Date	TYPE	Category	Subscriber	Created By
07/11/2018 08:06:15	EDD_Acc_Level_Note	BAN	- -	190995749 - EDD API I

System Text	UserText
	Email payment receipt sent to: j.williams@fastmed.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
07/11/2018 08:06:12	Payment Received	FINN	- -	193461372 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 07/11/2018. Amount: $143.25. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
07/04/2018 09:25:23	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Overage Alert: Customer notified that Mobile Share Grp G9230838 has used 100% of its data plan allowance. Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
06/30/2018 16:34:16	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 90% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
06/26/2018 05:27:33	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 75% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
06/22/2018 17:41:54	Upg Elg Check Result	SUB	919-889-7464	190995755 - ASURION

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.	Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
06/22/2018 13:25:30	Upg Elg Check Result	SUB	919-889-7464	190995755 - ASURION

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.	Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
06/22/2018 13:22:28	Upg Elg Check Result	SUB	919-889-7464	190995755 - ASURION

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.	Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
06/22/2018 13:09:02	Upg Elg Check Result	SUB	919-889-7464	190995755 - ASURION

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: Ill.	Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
06/22/2018 09:45:08	Upg Elg Check Result	SUB	919-889-7464	190995755 - ASURION

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: Ill.	Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
06/21/2018 23:12:41	Upg Elg Check Result	SUB	919-889-7464	190995755 - ASURION

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: Ill.	Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
06/21/2018 15:08:59	Upg Elg Check Result	SUB	919-889-7464	190995755 - ASURION

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: Ill.	Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
06/21/2018 15:00:03	Upg Elg Check Result	SUB	919-889-7464	190995755 - ASURION

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: Ill.	Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
06/21/2018 14:34:23	Upg Elg Check Result	SUB	919-889-7464	190995755 - ASURION

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: Ill.	Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
06/21/2018 14:25:32	Upg Elg Check Result	SUB	919-889-7464	190995755 - ASURION

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: Ill.	Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
06/11/2018 09:31:25	EDD_Acc_Level_Note	BAN	- -	190995749 - EDD API I

System Text	UserText
	Email payment receipt sent to: j.williams@fastmed.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
06/11/2018 08:52:55	Payment Received	FINN	- -	193461372 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 06/11/2018. Amount: $141.72. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
06/05/2018 19:28:28	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Overage Alert: Customer notified that Mobile Share Grp G9230838 has used 100% of its data plan allowance. Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
06/04/2018 08:44:33	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 90% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
06/02/2018 17:26:31	CM - Interaction	CRM	- -	190995809 - CLARIFYC

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/Device Help and Troubleshooting/Settings-How To (Device Support) Resolution: Shared manufacturer information Notes: reason: iphone reset suddenly while hes on shopping. recom: advice to contact, apple support. walk through on device how to unlocked his phone. result: jasonwilliamseow@gmail.com needs to be updated as his new email address. advice to go apple store. Created on: 2018-06-02 17:26:25.

Creation Date	TYPE	Category	Subscriber	Created By
06/02/2018 16:45:26	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFYC

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
06/02/2018 16:38:09	Upgrade Elig Check	SUB	919-889-7464	193461238 - OPUS TW

System Text	UserText
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: 03/13/2015. Future eligibility date: None. Notify by: None. USC: .	Reason: Eligible

Creation Date	TYPE	Category	Subscriber	Created By
06/02/2018 16:38:05	Upgrade Elig Check	SUB	919-208-3101	193461238 - OPUS TW

System Text	UserText
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: None. Future eligibility date: None. Notify by: None. USC: .	Reason: Eligible

Creation Date	TYPE	Category	Subscriber	Created By
06/02/2018 16:37:56	CM - Interaction	CRM	- -	190995809 - CLARIFYC

System Text	UserText
CM - Interaction	::CLARIFY:: Interaction Action: Transferred Call Need: Device & Services Help and Troubleshooting/Feature Help and Troubleshooting/Caller ID/ Call Feature Notes: Phone is not regonizing his thumbprint ... the passcode is not working .. # line # 7464 .. Unable to access email on acct .. unable to provide passcode . not able to reset .. wrong email on acct . cust can not get in his phone .. transfer to ATS to see if they can .. iphone device .. Denied consent on acct ,, no offers Created on: 2018-06-02 16:37

Creation Date	TYPE	Category	Subscriber	Created By
06/02/2018 16:36:36	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFYC

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
06/02/2018 16:30:18	Upg Elg Check Result	SUB	919-889-7464	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
06/02/2018 16:30:18	Upg Elg Check Result	SUB	919-208-3101	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
06/02/2018 16:30:13	Upg Elg Check Result	SUB	919-889-7464	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
06/02/2018 16:30:12	Upg Elg Check Result	SUB	919-208-3101	190995803 - OPUS CSI

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
05/27/2018 13:42:52	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 75% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
05/24/2018 12:10:40	EDD_Acc_Level_Note	BAN	- -	190995749 - EDD API I

System Text	UserText
	Email payment receipt sent to: j.williams@fastmed.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
05/24/2018 11:32:32	Payment Received	FINN	- -	193461372 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 05/24/2018. Amount: $156.72. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
05/15/2018 23:01:20	CSM General	CSM	919-889-7464	203026859 - LISBETH I

System Text	UserText
	ACCNT#:WRLS:534115196684 INC#:12463045 Issue: Store rep is calling to change the SIM card on the line ending on 7464. Resolution: Validate the account and asked for a note the rep was not able to place due to system issues on his store, advice him to give as a call back once the system return. He insist that he can do AVT advice and give the article *543534 that he will not need to do that. rep hang up.

Creation Date	TYPE	Category	Subscriber	Created By
05/11/2018 08:32:51	CPNI Notification	BAN	- -	193461021 - EDD API I

System Text	UserText
CPNI Notification	CPNI Notification: CTN:9198897464 Account Number:534115196684 Notification Methods:SMS Originating System:ATLAS Event Type:AccountPasscodeModified Old Value: Name:JASON WILLIAMS Language:E Insert Datetime:2018-05-10 21:54:25.0 New Value: Name:JASON WILLIAMS RALEIGH Email:J.WILLIAMS@FASTMED.COM Language:E Insert Datetime:2018-05-10 21:54:25.0 . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
05/10/2018 23:48:33	Upg Elg Check Result	SUB	919-889-7464	193460984 - CLARIFY(

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
05/10/2018 23:44:18	Feature Inquiry	IND	919-889-7464	202028248 - STACEY A

System Text	UserText
	ACCESSED ACCOUNT TO VERIFY SOC -Sa779r

Creation Date	TYPE	Category	Subscriber	Created By
05/10/2018 23:39:30	Upg Elg Check Result	SUB	919-889-7464	193460920 - ASURION

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.	Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
05/10/2018 23:39:17	Upg Elg Check Result	SUB	919-889-7464	193460920 - ASURION

System Text	UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.	Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
05/10/2018 22:56:47	CSM General	CSM	919-889-7464	205033177 - SALVADO

System Text	UserText
	ACCNT#:WRLS:534115196684 INC#: I ssue:Rep called bc they are having some connection issues at there store and has an rss ticket, wants to do passcode change and sim change Resolution: Informed the rep that he needs to have rss ticket to change passcode 000000245065740- RSS ticket then was able to change the passcode when trying to do the sim change, asked for serial and token but he didnt have so we didnt change

Creation Date	TYPE	Category	Subscriber	Created By
05/10/2018 22:54:22	Change BAN Passcode	BAN	- -	205033177 - SALVADO

System Text	UserText
Passcode changed.	

Creation Date	TYPE	Category	Subscriber	Created By
05/04/2018 15:54:30	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Overage Alert: Cust notified that Mobile Share Grp G9230838 has used 100% of its 1GB data ovg allowance. Additional 1GB has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

ATT-WIL-00685

Creation Date	TYPE	Category	Subscriber	Created By
05/01/2018 22:09:05	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 75% of 1GB data ovg allowance. Additional 1GB will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
04/26/2018 19:37:23	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Overage Alert: Customer notified that Mobile Share Grp G9230838 has used 100% of its data plan allowance. Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
04/25/2018 17:53:31	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 90% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
04/24/2018 07:14:34	EDD_Acc_Level_Note	BAN	- -	193461021 - EDD API I

System Text	UserText
	Email payment receipt sent to: j.williams@fastmed.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
04/24/2018 07:14:32	Payment Received	FINN	- -	190996023 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 04/24/2018. Amount: $171.72. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
04/21/2018 07:14:07	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 75% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
04/11/2018 17:37:40	CSM General	CSM	919-889-7464	193460985 - CMDE API

System Text	UserText
	The AutoPay draft date for Mobility customers paying with a credit card is changing on 6/1. Refer to My CSP * 577596. - RequestNumber:107803 . THE WORKING USER ID IS :cmde

Creation Date	TYPE	Category	Subscriber	Created By
04/11/2018 11:57:46	Add SUB SOC	SUB	919-889-7464	193460985 - CMDE API

System Text	UserText
Subscriber level SOC created. SOC: BILLMSG21. Effective: 04/11/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
04/05/2018 14:30:16	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 75% of 1GB data ovg allowance. Additional 1GB will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
03/31/2018 08:19:29	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Overage Alert: Cust notified that Mobile Share Grp G9230838 has used 100% of its 1GB data ovg allowance. Additional 1GB has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
03/29/2018 15:25:15	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 75% of 1GB data ovg allowance. Additional 1GB will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
03/26/2018 12:38:24	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Overage Alert: Cust notified that Mobile Share Grp G9230838 has used 100% of its 1GB data ovg allowance. Additional 1GB has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
03/26/2018 08:19:42	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 75% of 1GB data ovg allowance. Additional 1GB will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
03/24/2018 08:53:30	EDD_Acc_Level_Note	BAN	- -	193461021 - EDD API I

System Text	UserText
	Email payment receipt sent to: j.williams@fastmed.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
03/24/2018 08:53:28	Payment Received	FINN	- -	190996023 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 03/24/2018. Amount: $125.76. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
03/22/2018 21:41:31	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Overage Alert: Customer notified that Mobile Share Grp G9230838 has used 100% of its data plan allowance. Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
03/21/2018 19:27:41	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 90% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
03/20/2018 06:01:36	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 75% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

ATT-WIL-00687

Creation Date	TYPE	Category	Subscriber	Created By
03/19/2018 15:47:24	CSM General	CSM	919-889-7464	193460985 - CMDE API

System Text	UserText
	Upgrade fees are changing for AT&T Next and tablet installment plans for customers who purchased before 8/1/15. Refer to myCSP article *648986 - RequestNumber:106307 . THE WORKING USER ID IS :cmde

Creation Date	TYPE	Category	Subscriber	Created By
03/19/2018 15:47:22	Add SUB SOC	SUB	919-889-7464	193460985 - CMDE API

System Text	UserText
Subscriber level SOC created. SOC: BILLMSG10. Effective: 03/19/2018.	

Creation Date	TYPE	Category	Subscriber	Created By
03/02/2018 13:22:56	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 75% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
02/24/2018 06:13:17	EDD_Acc_Level_Note	BAN	- -	193461021 - EDD API I

System Text	UserText
	Email payment receipt sent to: j.williams@fastmed.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
02/24/2018 06:13:16	Payment Received	FINN	- -	190996023 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 02/24/2018. Amount: $155.76. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
02/24/2018 01:49:53	CC Exp Date Update	FINN	- -	193461138 - QUICKPAY

System Text	UserText
Autopay Credit Card expiration date updated	AutoPay Credit Card expiration update received from card processor and message sent to customer alerting no further action required . THE WORKING USER ID IS :AES

Creation Date	TYPE	Category	Subscriber	Created By
02/23/2018 00:11:30	Card details changed	BAN	- -	193461138 - QUICKPAY

System Text	UserText
Credit card details were changed	

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2018 13:13:31	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Overage Alert: Cust notified that Mobile Share Grp G9230838 has used 100% of its 1GB data ovg allowance. Additional 1GB has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2018 10:51:08	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 75% of 1GB data ovg allowance. Additional 1GB will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
01/28/2018 04:15:40	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Overage Alert: Customer notified that Mobile Share Grp G9230838 has used 100% of its data plan allowance. Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
01/24/2018 06:28:49	EDD_Acc_Level_Note	BAN	- -	193461021 - EDD API I

System Text	UserText
	Email payment receipt sent to: j.williams@fastmed.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
01/24/2018 06:28:49	Payment Received	FINN	- -	190996023 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 01/24/2018. Amount: $155.56. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
01/19/2018 21:42:22	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 90% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
01/17/2018 17:32:54	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 75% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
01/02/2018 09:44:15	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Overage Alert: Cust notified that Mobile Share Grp G9230838 has used 100% of its 1GB data ovg allowance. Additional 1GB has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
12/31/2017 08:26:20	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 75% of 1GB data ovg allowance. Additional 1GB will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
12/27/2017 20:05:32	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Overage Alert: Customer notified that Mobile Share Grp G9230838 has used 100% of its data plan allowance. Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
12/26/2017 09:12:39	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 90% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
12/25/2017 06:22:54	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI

System Text	UserText
Domestic Data Usage Notification sent	Data Usage Alert: Cust notified that Mobile Share Grp G9230838 has used 75% of its data allowance. Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS :Enabler

Creation Date	TYPE	Category	Subscriber	Created By
12/24/2017 09:50:36	Payment Received	FINN	- -	190996023 - REALTIME

System Text	UserText
Payment received. Payment deposit date: 12/24/2017. Amount: $185.46. Method: CC. Source: AUTPAY	EPAY

Creation Date	TYPE	Category	Subscriber	Created By
12/24/2017 09:50:36	EDD_Acc_Level_Note	BAN	- -	193461021 - EDD API I

System Text	UserText
	Email payment receipt sent to: j.williams@fastmed.com . THE WORKING USER ID IS :EDD

Creation Date	TYPE	Category	Subscriber	Created By
12/17/2017 01:59:49	CC Payment Failed	SUB	- -	193461138 - QUICKPAY

System Text	UserText
QuickPay Failed CC Payment	Credit Card used FOR AutoPay has expired - SMS/Email NOTIFICATION . THE WORKING USER ID IS :AES

ATT-WIL-00690